

**Request for Proposals
Comprehensive Operations Review
Ray County 911**

Ray County 911 invites specialized consulting institutions that possess the capability of completing a comprehensive evaluation of the current operations of the Ray County 911 organization, including financial management; employment recruiting, staffing, management and policies; training; dispatch services and operations; and policies unique to emergency responder governmental entities and 911 dispatch centers in particular. The final evaluation shall also include recommendations for new or corrective systems, policies, procedures or suggestions for future evolution of the same to continue high-quality operative standards consistent with public industry standards.

Parties with credentials for the requested services shall submit proposals for providing this comprehensive review and said proposals must meet the following specifications and be based upon the following information:

SCOPE OF SERVICES

The consultant shall provide a finished product that: (1) validates current practices or identifies non-industry standard practices; (2) comparisons of current practices against others seen in the region and industry as a whole; (3) description of the manner of evaluation and testing; (4) evaluation of workforce procedures, staffing and related recommendations; (5) suggestions for future evaluation methods and compliance standards; (6) review of current technology utilization and recommendations for future technology planning and budgeting.

The selected consultant also will be asked to present the findings to the 911's senior management and elected Board members at a meeting, and produce a written executive summary in addition to the comprehensive evaluation report.

The 911 invites consultants to include additional services offered by the consultant not otherwise identified in this Request for Proposals, including methods or means for regular reporting to the elected Board on accepted benchmarks or evaluation standards

BIDDING INSTRUCTIONS

- Proposals should be clearly marked "Comprehensive Evaluation and Review Proposal" and submitted to Ray County 911 no later than 10:00 a.m., Dec 5th, 2025.
- Proposals should include references of prior clients, with contact information.
- Proposals should provide a specific description of the individual(s) who will be completing the project.

- All questions regarding the request for proposal should be addressed to Kim Davis, Executive Director, 816-776-2200 or KDavis@raycounty911.com or Jimmy Carter, Treasurer, 816-776-2200 or jimmy@missourifarmandhome.com.
- Please complete the pricing requests outlined in your proposal, indicating the method or amount of interest to be paid, and conditions and terms where applicable, and any other foreseeable charges not outlined specifically in the proposal.
- Please identify the timeframe in which the evaluation(s) will take place, as well as the timeframe for delivery of the written report(s) summarizing findings.
- Please identify the form and frequency of interaction with the Ray County 911 Staff, Management and Elected Officials for this project.
- Please identify any documents that the bidder will ask to review as part of the evaluation.
- Please identify the materials that will be delivered as part of the end product from the Bidder.
- Ray County 911 reserves the right to accept or reject any or all proposals; reserves right to select a Bidder other than the lowest and further reserves the right to waive any irregularities.