

Request for Proposals (RFP)

Priority 24/7/365 Emergency Snow Plowing, De-Icing & Ice Control Services

Key Procurement Information	Details
Issuing Agency:	Ray County 911 Board of Directors
RFP Release Date:	October 26, 2026
Proposal Submission Deadline:	November 13, 2026, by 10:00 AM CST
Contract Effective Period:	December 1, 2026 – November 30, 2027 (With Annual Renewal Options)

Section 1: Objective & Agency Overview

The Ray County 911 Board of Directors is soliciting competitive, sealed proposals from qualified, licensed commercial winter management contractors to provide 24/7/365 priority snow plowing, vehicular salting, and concrete-safe pedestrian de-icing services.

Ray County 911 operates as an independent political subdivision under Chapter 190 of the Revised Statutes of Missouri (RSMo), governed by an elected Board of Directors. The agency functions as the consolidated primary Public Safety Answering Point (PSAP) and 24/7/365 emergency communications center for Ray County, Missouri, serving approximately 23,200 residents across a 574-square-mile jurisdiction. Ray County 911 coordinates dispatch operations for 17 public safety entities, including police, sheriff, fire, and emergency medical services.

The agency operates from its newly constructed 12,011 sq. ft. Emergency Dispatch Center (EDC) located at the southeast corner of E. Main Street and Matt Waller Drive in Richmond, Missouri. Because Ray County 911 is a continuous, mission-critical facility where emergency telecommunicators and first responders rotate shifts every 12 hours (6:00 AM and 6:00 PM), unobstructed, safe access to emergency entrances, secure parking lots, apparatus aprons, delivery bays, and exterior generator/mechanical compounds is mandatory at all times—including during active blizzards, severe ice storms, and regional winter emergencies.

Section 2: Scope of Work

- The selected contractor shall furnish all necessary labor, commercial-grade equipment (plow trucks, salters, skid steers, snow blowers), de-icing chemicals, transportation, supervision, and insurance required to deliver priority winter storm safety:
- 1. 24/7/365 Continuous Emergency Access & Automatic Dispatch Threshold**
 - Automatic 1-Inch Trigger:** The contractor shall automatically deploy snow removal crews when snow accumulation reaches one (1.0) inch, or immediately upon any freezing rain, sleet, or black ice event, without requiring prior dispatch contact from Ray County 911 administrative staff.
 - Shift Rotation Access Guarantee:** Access driveways, shift parking areas, and walkways must remain clear and passable before shift rotations at 6:00 AM and 6:00 PM, and throughout ongoing winter storms.

2. Priority Plowing & Clearing Zones

- **Main Facility Entrances:** Main entrance driveway and security access gates from Matt Waller Drive / E. Main Street.
- **Parking & Circulation Lanes:** All primary and secondary staff/visitor parking bays, circulation lanes, and turnarounds.
- **Service & Generator Compounds:** Dedicated service bays, backup generator delivery access lanes, and trash enclosure approaches.
- **Pedestrian Walkways & ADA Paths:** All pedestrian walkways, ADA ramps, steps, security turnstiles, and emergency exit paths cleared down to bare concrete.

3. Vehicular De-Icing & Salting Applications

- **Vehicular Lot Treatment:** Application of commercial rock salt or calcium chloride ice melt to vehicular parking lots, driveways, and circulation lanes before, during, and after winter weather events.

4. Mandatory Concrete-Safe Pedestrian Ice Melt

- **Concrete-Safe Requirement:** Sidewalks, decorative entries, and sensitive ADA concrete ramps must be treated exclusively with non-corrosive, concrete-safe, and pet/environmentally friendly ice melt compounds (e.g., calcium magnesium acetate [CMA] or pure magnesium/calcium chloride blends). Standard corrosive rock salt is strictly prohibited on pedestrian concrete.

5. Snow Stowage, Relocation & On-Site Stacking

- **On-Site Stacking Rules:** Plowed snow must be pushed and stacked in designated snow-storage zones on-site that do not obstruct line-of-sight at roadway exits, block drainage basins, bury fire hydrants, or obstruct utility meters and emergency generator exhaust vents.
- **Off-Site Hauling Contingency:** Off-site snow hauling shall be quoted as an optional contingency hourly rate.

Section 3: Proposal Submission Requirements

Pursuant to Section 2 and Section 13 of the Ray County 911 Procurement Policy for contractual services, proposals must include the following structured information:

- **Company Profile & Executive Summary:** Official business name, primary office address, principal contact person, corporate structure, years in business, and commercial winter management experience.
- **Commercial & Critical Facility Qualifications:** Demonstrated experience managing commercial or public sector properties. Highlight experience serving 24/7 emergency facilities (PSAPs, hospitals, police/fire stations).
- **Equipment Fleet & Backup Redundancy Plan:** A comprehensive list of dedicated winter equipment (plow trucks, salters, skid steers, snow blowers, hand spreaders). Detail local equipment backup plans in the event of mechanical breakdowns during major winter storms.
- **Staffing & 24/7 Response Plan:** Description of crew sizes, supervisory oversight, weather monitoring systems, and guaranteed response times during emergency call-outs.
- **Cost Proposal & Tiered Rate Structure:** Tiered per-push rate structure based on snowfall depth (1.0–3.0", 3.1–6.0", 6.1–9.0", 9.1"+); cost per application for driveway/lot salting and walkway de-icing; and hourly rates for heavy machinery and manual labor. Optional monthly winter seasonal retainer rates may also be submitted.
- **Client References:** Minimum of three (3) professional references from commercial or governmental clients receiving priority winter management services.

Section 4: Mandatory Legal & Policy Certifications

Bidders must incorporate and certify compliance with the following statutory and policy mandates:

1. Prohibition of Contingent Fees Warranty

Pursuant to Section 7 and Section 13 of the Ray County 911 Procurement Policy, the contract must include the following mandatory warranty:

“The service provider warrants that he/she has not employed or retained any company or person, other than a bona fide employee working solely for such firm or company, for the purpose to solicit or secure any agreement with Ray County 911 or by providing any fee, commission, percentage, gift or any other consideration contingent upon or resulting from the award of this agreement.”

2. Conflict of Interest Verification

In compliance with Section 14 of the Procurement Policy and RSMo 105.450–105.496, the bidder must verify that no Ray County 911 Board member, officer, or employee holds a direct or indirect financial interest in the contracting firm.

3. Proof of Insurance & Indemnification

The selected contractor must maintain and provide Certificates of Insurance naming Ray County 911 as an Additional Insured prior to contract execution:

- **Commercial General Liability:** Minimum \$1,000,000 per occurrence / \$2,000,000 aggregate.
- **Commercial Automobile Liability:** Minimum \$1,000,000 combined single limit.
- **Missouri Statutory Workers' Compensation:** Minimum \$500,000 statutory limits.

4. Facility Security & Criminal Background Screening

Because work will be performed on the grounds of a secured 911 Public Safety Answering Point housing emergency communications infrastructure, contractor personnel may be subject to driver's license verification and security background screening prior to perimeter access.

Section 5: Selection Criteria & Evaluation

Proposals will be evaluated and ranked by the Ray County 911 Board of Directors in accordance with Section 2, Section 5, and Section 13 of the Procurement Policy based on the following weighted criteria:

Evaluation Factor	Weight	Evaluation Description
Technical Competence & Fleet Capacity	25%	Fleet of commercial plow trucks, salters, skid steers, backup equipment redundancy, and winter operational readiness.
Cost Proposal & Rate Structure	25%	Competitiveness and transparency of tiered per-push plowing, salting, walkway de-icing, and hourly labor/equipment rates.
24/7 Response Plan & Emergency Reliability	20%	Demonstrated ability to meet automatic 1-inch trigger, ensure uninterrupted 24/7 facility access, and maintain shift rotation access (6 AM / 6 PM).

Evaluation Factor	Weight	Evaluation Description
References & Track Record	15%	Demonstrated past performance, quality of workmanship, and reliability verified across commercial/institutional references.
Local Proximity & Deployment Speed	15%	Proximity of operating facilities and staging yards to Richmond, Missouri, ensuring rapid deployment during severe weather.

Section 6: Instructions to Bidders & Procurement Schedule

Procurement Event	Date & Time Deadline
RFP Release Date	October 26, 2026
Deadline for Written Questions / Inquiries	November 6, 2026, at 5:00 PM CST
Proposal Submission Deadline	November 13, 2026, at 10:00 AM CST
Proposal Evaluation & Interviews (if requested)	November 14–18, 2026
Board Consideration & Contract Award	November 18, 2026
Contract Commencement / Effective Date	December 1, 2026

Submission Directions & Envelope Marking

Bidders must submit one (1) original signed hard copy and one (1) electronic copy (USB flash drive or secure PDF via email). Sealed envelopes must be clearly marked:

“SEALED PROPOSAL: Ray County 911 Priority Snow and Ice Removal Services”

Delivery Address:

Ray County 911

Attn: Snow & Ice Removal Services

102 W. N. Main Street

Richmond, MO 64085

Phone: (816) 776-2200 | Email Inquiries: KDavis@raycounty911.com

Pursuant to Section 1 of the Ray County 911 Procurement Policy, proposals will not be opened publicly, and terms/pricing may be negotiated. Ray County 911 reserves the right to accept or reject any or all proposals, select a bidder other than the lowest cost, waive any informalities, and award the agreement that best serves the public safety interests of Ray County 911.