

The County of Franklin, Pennsylvania



Requests for Proposals (RFP) for *Franklin County 911 Training*

PART I: GENERAL INFORMATION FOR AGENCIES

PART II: INFORMATION REQUESTED FROM AGENCIES

PART III: PROPOSER RESPONSIBILITIES

PART I: GENERAL INFORMATION FOR AGENCIES

1. **PURPOSE:** The purpose of this RFP is to provide education and enhance the safety, decision making and situational awareness for 911 telecommunicators on personal wellness and de-escalation and crisis response strategies when dealing with mental health issues/calls.

2. **ISSUING OFFICE:** The issuing office for this RFP is Franklin County Grants Department.

3. **OBJECTIVE:** The County of Franklin, PA, referred to as RFP Solicitor, is requesting proposals from agencies, referred to as Proposers, capable of providing the services and training set forth herein.

4. **PROPOSALS:** The proposer is asked to submit a complete response to this RFP using the format provided in Part II. Each proposal page should be numbered for ease of reference. For this RFP, the proposal information must remain valid for ninety (90) days after the submission date.

5. **RFP CONTENTS:** From the issue date of the RFP until the selection by the Issuing Office of a proposal, the Issuing Office is the sole point of contact concerning the RFP Violation of this paragraph shall be deemed grounds for disqualification.

6. **RFP CLARIFICATION:** Questions concerning the RFP should be directed via email to Melodie Hoff, grants@franklincountypa.gov. All inquiries should be made in writing no later than Friday, April 24, 2026; the County has no obligation to answer inquiries received later than 3 days prior to the deadline. Answers to Potential Proposer questions will be answered no later than Wednesday, April 29, 2026.

CALENDAR OF EVENTS

The County will make every effort to adhere to the following schedule:

Activity	Responsibility	Date
Deadline to submit questions via email to Melodie Hoff, grants@franklincountypa.gov	Proposers	April 24, 2026
Answers to Potential Proposer questions posted to County Grant Opportunities -Franklin County no later than this date.	RFP Solicitor	April 29, 2026
Please monitor the project web site for all communications regarding this RFP.	Proposers	Ongoing
Potential Proposer proposals must be received by the Point of Contact, Melodie Hoff, grants@franklincountypa.gov no later than 4:00 p.m.	Proposers	May 1, 2026 by 4:00 p.m.
Award(s) announced	RFP Issuer	May 6, 2026

7. **RESPONSE DATE:** Proposals are due on or before **Friday, May 1, 2026, at 4:00 p.m.** All proposals should be e-mailed to Melodie Hoff, grants@franklincountypa.gov

8. **SELECTION CRITERIA:** Proposals will be evaluated based on completeness, ability to meet criteria as set forth in this RFP, experience and fiscal solvency in addition to cost. The Issuing Office reserves the right, in its sole and complete discretion, to reject any proposal received in response to the RFP, or to re-advertise new proposals.

The County reserves the right to waive any minor deviation in proposal responses received.

9. **INCURRING COSTS:** Franklin County is not liable for any cost incurred by the proposer to prepare this document.

10. **DISCLOSURE OF PROPOSAL CONTENTS:** All other materials submitted become the property of Franklin County and may be returned only at the County's option. Proposals submitted to the County may be reviewed and evaluated by any person at the discretion of the County. Except as required by law, any RFP information that is incorporated into a contract for services is available for review by any interested party. After issuance of a contract or purchase order pursuant to this RFP, all proposal submissions may be subject to disclosure pursuant to Pennsylvania Right to Know Law.

11. **AGREEMENT FOR SERVICES:** Successful proposer will be required to enter into an agreement of services incorporating RFP information and County requirements. The agreement shall be in a form and manner acceptable to the RFP Solicitor and is a condition precedent to the performance of the services by successful proposer. No work shall commence under this Proposal until certificates of insurance required are provided to the County, as set forth in the Agreement of Services.

12. **INDEPENDENT CONTRACTOR:** The relationship between Franklin County and Proposer providing the herein services is that of an independent contractor and contracting agency. Nothing herein contained shall be construed to give the Proposer and/or group facilitator any interest as an employee, joint ventures or partner of, or with, the County.

13. **NEWS RELEASES:** News releases pertaining to this project will not be made without prior Franklin County approval, and then only in coordination with the Issuing Office.

14. **NO ASSIGNMENT ALLOWED:** Unless specifically noted in this RFP, Coordinating Entity must provide all services to complete the identified work.

15. **ACCOUNTABILITY:** Proposer will be accountable to Franklin County for contract outcomes. Franklin County will monitor satisfaction with services provided by Proposer.

The performance of this contract shall be in accordance with all Federal, State and local laws as may be applicable. Any contract between the County of Franklin and the organization shall be subject to the rules and regulations of any agencies where funding is being requested.

The contract between the County and the selected consulting firm will include the following non-negotiable contract provisions:

1. Indemnification of the County.
2. Non-Indemnification of the Proposer.
3. Forum Selection (Franklin County, PA Court of Common Pleas).
4. Choice of law (Commonwealth of Pennsylvania)
5. Prevailing party attorneys' fees.
6. Termination for convenience/termination for cause by the County.
7. County ownership of the instruments of service/deliverables.
8. Work-for-Hire Transfer of Copyrights/Intellectual Property.
9. All data is the property of the County of Franklin. The contract must include express provisions guaranteeing County ownership of all data and guaranteeing that the data may be accessed post-contract using non-proprietary means. No mining, analytics, or duplication is allowed without the County's express written permission.
10. Data security, confidentiality, and use of County data and information.
11. Nondiscrimination.
12. Suspension and debarment.
13. Release of liability in favor of the County.
14. Non-release of liability of the proposer.
15. Insurance coverage and County status as additional insured as set forth in Section 7.02.
16. Terms of payment and invoicing, including 45-day payment period.
17. Any and all federal and state provisions required as a result of being a sub-recipient of grant funding.

The County reserves the right to request additional contract provisions as necessary as needed to protect the best interest of

the County.

18. INSURANCE REQUIREMENTS

Prior to and during the performance of any services covered by this RFP, proposer shall provide the County, upon execution of an agreement, in a form and manner reasonably acceptable to the County Solicitor or Risk Manager, a certificate of insurance as evidence that it has obtained and maintains in full force and effect during the Provide evidence of General Liability, Auto Liability, Employers Liability, Umbrella Liability and Professional Liability insurances (if such exposure exists), and Workers' Compensation insurance to the extent necessary under applicable law, at the minimum amounts determined by the County as set forth in the Agreement:

1. General Liability insurance covering liability for death and bodily injury and liabilities for loss of or damage to property with a combined single limit of not less than One Million Dollars (\$1,000,000.00) per occurrence and One Million Dollars (\$1,000,000.00) in the aggregate.
2. Worker's Compensation and Employer's Liability insurance as required by the laws of the Commonwealth of Pennsylvania.
3. Employee Dishonesty coverage at a minimum limit of \$25,000.00.
4. Professional Liability insurance of not less than One Million Dollars (\$1,000,000.00) per occurrence.

Franklin County shall be endorsed as additional insured on the General Liability Insurance for services and activities provided by the vendor under this agreement. Proposer shall provide proof of insurance and the requirements of this section upon execution of this agreement as requested after that. Should the vendor have any changes to their current insurance coverage, they should notify the County within 5 business days.

1. BACKGROUND:

In Franklin County, 911 calls processed for Mental Health rose from 969 in 2018 to 1259 in 2024, or 30%. The total percentage of MH calls as relative to all 911 calls rose from 1.11% to 1.51%, or a 36% increase.

In 2024, the number of Franklin County residents that died by suicide was 28 and 61% of them died by gunshot. To date in 2025, the death by suicide by gunshot is 78%.

Juvenile Probation saw 22 Possession of a Firearms charges and 29 Firearms not to be Carried without a License charges from 2020 to 2024. In 2025, there have already been 16 charges related to possession of firearms.

The primary goal of the 911 training is to enhance the safety, decision-making, and situational awareness of Telecommunicators, Law Enforcement Officers, and other Emergency Services personnel by examining the often-overlooked hazards within routine calls for service. It seeks to reduce complacency, mitigate risk, and ultimately save lives—both of responders and the public.

By supporting this training through grant funding, the Franklin County Department of Emergency Services will be empowered to proactively address vulnerabilities in emergency response, bolster responder safety, and elevate the standard of care provided to the public during potentially fatal encounters.

GRANT REQUIREMENTS

Specific responsibilities of the selected Proposer(s) will include:

- A selected provider will partner with Franklin/Fulton County MH/IDD/EI and will be responsible for providing trainers who will collaborate with the Project Director to schedule and perform two-day 911 training events.

Funds are provided on a reimbursable basis. Potential Proposers must certify that they are able to manage the program funds on a reimbursement basis with no lapse in program activities. Payment of expenses will be made within 45 days of submission of a complete invoice and supporting back-up documentation. No more than one invoice may be submitted per month per type of group. The County reserves the right to withhold payments for costs determined not eligible for reimbursement under these guidelines.

Funds for this project will be twenty-one months from January 1, 2026, through September 30, 2027, through the Pennsylvania Commission on Crime and Delinquency (PCCD). Funding is contingent upon program outcomes and funding availability. Quarter reports detailing the expenditure on funds, and the resultant outcomes will be due no later than 15 days after each quarter ends.

See Also – PART III.

Proposer Responsibilities: The primary goal of the training is to enhance the safety, decision-making, and situational awareness of Telecommunicators, Law Enforcement Officers, and other Emergency Services personnel by examining the often-overlooked hazards within routine calls for service. This course seeks to reduce complacency, mitigate risk, and ultimately save lives—both of responders and the public.

Course objectives include:

- Provide participants with a comprehensive understanding of the risks tied to frequent calls such as domestic disputes, disturbances, burglaries, and suspicious activity.
- Increase knowledge of responder safety strategies, including dispatch considerations and proper resource allocation.
- Analyze past fatal encounters to understand how better communication from dispatch could have altered outcomes.
- Foster critical thinking and encourage proactive, rather than reactive, approaches to call management.
- Reinforce a consistent, policy-aligned framework for response procedures across multiple call types.

Expected Outcomes: Upon completion of the course, participants will:

- Demonstrate increased knowledge of call-related hazards and protective strategies.
- Identify early warning signs of escalation or threats during call processing.
- Report greater confidence and clarity in handling high-risk calls.
- Apply enhanced communication and decision-making techniques in the field and dispatch centers.
- Contribute to the reduction of responder injuries and fatalities related to call mismanagement or overlooked risks.

Performance Measures and Expected Project Impact

- Pre/Post Training Assessments: Knowledge assessments will be administered to measure participant learning gains.
- Course Critique Feedback: Participant evaluations will assess perceived value, clarity, and relevance of course content.
- Behavioral Impact Surveys (30-60 Days Post): Participants will be surveyed on changes in dispatch or field behavior and application of learned concepts.
- Instructor Observations: Feedback collected by trainers regarding engagement, comprehension, and skill development during the session.

Required Knowledge and Skills:

A provider who specializes in delivering high-quality, hands-on training specifically designed for 911 dispatchers, emergency response teams, and other public safety personnel. We require a team of experts highly knowledgeable in the nuances of emergency communications, ensuring that every training session is customized to address the specific challenges and operational needs of Franklin County Department of Emergency Services.

RESPONSE REQUIREMENTS

To apply, please submit one (1) electronic copy of the completed application by 4:00 p.m., Friday, May 1, 2026, to Melodie Hoff, grants@franklincountypa.gov. The application is to include all items described in Section II in the order presented in this RFP followed by the list of documents below in the order listed. Please scan all documents into one PDF file instead of sending multiple attachments and label the PDF file with your organization name.

Attachments: Please attach the following items to this application:

- Organizational Structure, including Board of Directors (with officers noted), if applicable
- IRS Determination Letter Showing 501(c)(3) Status (for tax-exempt agencies)
- Most Recent Audit (if no audit, must provide an annual Financial Statement and explanation for why a recent audit is unavailable)
- FY 2024 and FY 2025 Organizational Budgets
- Resume and certifications of any existing staff who will be working to fulfill the requirements of this contract, if awarded (if applicable)

PROVIDER SELECTION

1. A selection panel comprised of Franklin County staff members will determine the selected Proposer(s) of this RFP to meet the needs of this project. The award will be announced May 6, 2026, and funding is anticipated to begin May 8, 2026.

PART II: INFORMATION REQUESTED FROM AGENCIES

Name of Organization: _____

Address, City, State, Zip: _____

Authorized Contact Person: _____ Federal ID Number: _____

Title: _____ Phone Number: _____

E-mail Address: _____

Has your organization received a 501(c)(3) designation from the IRS? Yes No

If yes, have you attached an IRS determination letter showing your 501(c)(3) status? Yes No

Does your funding request benefit Franklin County citizens? Yes No

Have you attached your organizational structure, including Board of Directors? Yes No

Have you attached the most recent audit or financial statements for your agency? Yes No

Have you attached your FY2024 and FY2025 budgets? Yes No

I certify that all the information contained in this application is true and accurate. I understand that material omission or false information contained in this application constitutes grounds for disqualification for the Proposer(s) and this application. I further understand that by submitting an application, I, as an authorized representative of the organization, am accepting the terms and conditions as approved by Franklin County.

I also represent and warrant that the organization does not discriminate on the basis of race, creed, sex, age, color, national origin, physical or mental disabilities for employment or the achievement of the mission or goal of the organization.

I understand that any and all applications submitted, as well as supporting documentation, may be considered public documents. As such, all applications and supporting documents may be viewable and obtained by the public under provisions of PA laws.

Authorized Representative

Signature: _____

Name (Please Print): _____ Date: _____

Title: _____

PROJECT NARRATIVE

Please number your responses for each corresponding question.

I. Background & Qualifications (two pages maximum; 10 points maximum)

- 1) Please provide the name, title, and contact information of an individual authorized to represent your organization in discussing the proposed project.
- 2) Provide a brief background of your organization or agency and experience in 911 telecommunicators and first responders training.
- 3) Describe the key personnel and resources that would be used to implement this project.

II. Project Description (three pages maximum; 30 points maximum)

Please review the proposer's responsibilities (PART III) and describe how you would propose to meet the expectations outlined.

III. Budget Narrative (two pages maximum; 20 points maximum)

Please provide a narrative budget justification for each cost per line item on the budget summary worksheet. The narrative must specify how each cost is directly related and/or necessary for the proposed project. The worksheet which follows is where you should provide a succinct overview of project costs.

Expenses as itemized in the grant include:

Consultant Facilitation: Critical Responder Training – Year one \$14,571.00, Year two \$10,929.00. Total of \$25,500.00

If there are additional costs anticipated for your agency to successfully implement the program, please provide an updated budget narrative outlining the additional costs and amending the proposed line items above.

Budget Summary Worksheet

Personnel costs must include the number of estimated hours and hourly rate. Use additional budget lines if needed.

Project Title: _____

Budget breakdown:

Project Task	Description	Total Project Cost
		\$
		\$
		\$
		\$
Total Budget		\$

Name and address of proposed location(s) if available:

Name and signature of authorized individual submitting costs:

Name: _____

Title: _____

Signature: _____

Date: _____

Sub-recipient Questionnaire

1. Has your agency contracted with Franklin County before? If so, list all contracts held within the last 5 years.
Yes_____ No_____ N/A_____
- Comments_____
2. Is the program area new for your agency (less than three years)? Yes_ No___N/A___
- Comments_____
3. Describe any staff turnover or agency reorganization within the last 3 years.
- Comments_____
4. Are the staff assigned to the program new to your agency (worked for the agency for less than two years)?
Yes_____ No_____ N/A_____
- Comments_____
5. Has your agency had a lawsuit filed against them within the last 10 years? If yes, please explain.
Yes_____ No_____ N/A_____
- Comments_____
6. Has your agency been suspended or debarred, currently or in the past 10 years?
Yes_____ No_____ N/A_____
- Comments_____
7. Within the last 5 years, have any of your agency's staff been jailed, convicted of a felony or currently under criminal investigation?
Yes_____ No_____ N/A_____
- Comments_____
8. Does your agency have experience with a financial management system to track and record program expenditures? (QuickBooks, visual bookkeepers, Socrates Media, Peachtree or a custom system)
Yes_____ No_____ N/A_____
- Comments_____
9. If funded, what percentage of overall funding for your agency would the grant represent?
Comments_____
10. Describe the oversight in monetary decisions by the board of directors and senior management (frequency, timeliness, and nature of financial reporting):

PART III:

Proposer Responsibilities

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