REQUEST FOR PROPOSAL
FOR TICKETING / ITSM
SYSTEM

I. INTRODUCTION

The Tarrant County 9-1-1 Emergency Assistance District (TC9-1-1) requests proposals for a modern Ticketing / IT Service Management (ITSM) solution. The District seeks to replace its aging system, consolidate disparate tools, improve alert-driven workflows, expand integration with existing monitoring systems, and support external groups as the organization takes on an expanded support role. The proposed solution must enhance incident management, automate operational processes, and support proactive service operations.

II. PROPOSAL INSTRUCTIONS AND QUALIFICATIONS

A. MINIMUM QUALIFICATIONS

To ensure efficient coordination, responsive service, and adherence to project timelines, the District may give priority to vendors offering full-service implementation, support, and training capabilities. The Vendor must be authorized to conduct business in the State of Texas and must comply with all applicable state and local laws. Each proposal should include a statement regarding equal opportunity and affirmative action. All submitted materials shall become part of the final contract.

B. PROPOSAL SUBMISSION INSTRUCTIONS

1. Proposal Format

To fully and equitably evaluate each vendor's ability to meet the needs of the District, a standard reply format is required. Each proposal must include a response to each item in the RFP in the order presented. Only proposals submitted in the prescribed format will be considered for contract award.

2. Submission Requirements

Vendor questions regarding this RFP must be submitted by email to:

Aniel Austin, ACCA
Chief Financial Officer
FinanceTC911@tc911.org

Questions and answers will be posted on our website at www.tc911.org/procurement

Proposal submissions must NOT be submitted by fax or telephone. Proposals must be submitted by email or in hard copy as outlined below.

For emailed submissions:

Subject: "RFP- Ticketing System"

To: FinanceTC911@tc911.org

For hard copy submissions, the District requires:

- Six (6) printed copies of the proposal
- One (1) flash drive containing an electronic copy
- Sealed envelope, clearly marked in the lower left-hand corner "RFP- Ticketing System"

Proposals must be submitted to:

Aniel Austin, ACCA
Chief Financial Officer
Tarrant County 9-1-1 Emergency Assistance District
12600 Willow Springs Rd
Fort Worth, TX 76052

ANY PROPOSALS RECEIVED AFTER THE SCHEDULED DEADLINE WILL NOT BE ACCEPTED OR CONSIDERED.

3. Expected Procurement Timeline

- RFP Release Date: July 6, 2026
- Deadline for Questions: July 20, 2026
- Responses to Questions Posted: August 3, 2026
- RFP Proposal Response Deadline: August 17, 2026 by 5:00 P.M CDT.
- Estimated Vendor Selection Date: August 31, 2026
- Estimated Project Start: September 14, 2026

4. Selection Criteria

Evaluation and scoring of proposals will be made based on the following requirements:

Criteria	Weight
Overall Solution Fit & Capability	35%
Monitoring / NPM Integration	20%
Implementation & Support Approach	20%
Cost & Value	15%
Vendor Experience & Stability	10%

C. RIGHTS TO REJECT PROPOSALS

TC9-1-1 reserves the right to reject any and all proposals or any part of any proposal, to waive minor defects or technicalities, or to solicit new proposals on the same project or on a modified project which may include portions of the originally proposed project as TC9-1-1 may deem necessary in its interest. Receipt of any proposal shall under no circumstances obligate TC9-1-1 to make an award.

III. REQUIRED VENDOR INFORMATION

All vendors must provide the following as part of the proposal:

- A statement regarding any recent or foreseen merger or acquisition.
- A statement regarding any guarantees or warranties related to their services.
- List of service offerings and technological capabilities.
- Proven technical experience, including case studies and/or client references.
- Experience integrating ticketing systems with network monitoring platforms.
- Outline of timelines and resources for the proposal.
- Detailed pricing for each option provided.

IV. REQUIRED SERVICES

Vendors should consider the following approximate environment:

- Support agents: Approximately 30 (Multiple groups- 9-1-1, internal IT, facilities, etc.)
- Internal requestors: Approximately 40
- External requestors: Approximately 50 named users requiring portal access. Additional non-authenticated users (e.g., PSAP personnel) may submit tickets via email.
- Ticket volume: Approximately 200 tickets per month, with anticipated growth over the contract term.

The proposed solution should support this environment efficiently and allow for reasonable growth.

Rather than prescribing specific implementations, the District seeks a solution that demonstrates strong capability in the following areas.

A. OVERALL SOLUTION FIT & CAPABILITY

Core Capabilities:

- Incident and service request tracking
- Automated ticket routing and prioritization
- Support for both internal and external requestors
- Configurable workflows and SLAs
- Clear audit history and reporting

User Access:

- Web-based ticket submission and tracking
- Email ticket submission
- Secure external user access
- Mobile or remote access for technicians

Administration & Reporting:

- Administrative configuration without heavy customization
- Operational and performance reporting
- Exportable reports and dashboards

B. MONITORING / NPM INTEGRATION

- Integration with NPM or monitoring platforms
- Ability to create and manage tickets from alerts
- Alert correlation or noise-reduction capabilities
- Integration with Alerting services (Email, Teams, PagerDuty, etc.)

C. IMPLEMENTATION & SUPPORT APPROACH

- System implementation and configuration
- Workflow and SLA configuration
- Monitoring integration
- Training for approximately 10 District staff
- Ongoing support and customer success
- Options for migration from the existing system

D. COST & VALUE

- Licensing model and assumptions
- Implementation and onboarding costs
- Ongoing support, future customization costs, and maintenance fees
- Costs for external users or optional features

E. VENDOR EXPERIENCE & STABILITY

Vendor qualifications, experience, references, stability, guarantees, and disclosures.

F. SECURITY REQUIREMENTS

Vendors must clearly document their compliance requirements, data storage practices, and security incident reporting procedures. This includes detailing data protection measures, access controls, audit logging, and disaster recovery capabilities.

G. CONTRACT TERM

Multi-year subscription-based agreement options not to exceed five (5) years total preferred.