



**FRANKLIN COUNTY WATER DISTRICT**  
**REQUEST FOR PROPOSALS FOR**  
**INFORMATION TECHNOLOGY SERVICES**

**RFP #2026-01**

**Issue Date:**  
**January 7, 2026**

**Response Due Date & Time:**  
**January 30, 2026 @ 4:30 PM CST**

**REQUEST FOR PROPOSALS (RFP)**

The Franklin County Water District (“FCWD”) is soliciting proposals for a capable consultant to provide **information technology (“IT”) services** for FCWD.

The engagement will be for an initial contract term of one (1) year beginning on the date of the contract award by FCWD, with additional one (1)-year renewal options to extend the term exercisable at FCWD’s sole discretion.

**The engagement will be awarded to the consultant proposing IT services at the best value for FCWD.**

All responses to this request for proposals (“RFP”) are due on or before **January 30, 2026 @ 4:30 PM CST** via the submission procedures outlined herein.

**Responses must be submitted and received on or before the date and time specified; otherwise, the response will not be considered by FCWD.**

**FCWD reserves the right to reject any or all proposals submitted for any or no reason.**

**BACKGROUND**

FCWD is a political subdivision of the State of Texas (the “State”). FCWD was created in 1965 as a county-wide district in Franklin County, Texas (the “County”), pursuant to Article 16, Section 59 of the Texas Constitution and a Special Act of the Texas Legislature, Chapter 719, Acts of the 59th Legislature, Regular Session, 1965, Article 8280-341, V.A.T.C.S., as amended. FCWD encompasses the entire County. The County is located in northeast Texas, one (1) county removed from Oklahoma and three (3) counties removed from Arkansas. Mount Vernon, the County seat, is on Interstate Highway 30 seventy-two (72) miles southwest of Texarkana and ninety-six (96) miles northeast of Dallas. The County and FCWD encompass approximately 188,012 acres (or 294 square miles).

At the time of this RFP, FCWD utilizes a third-party organization for all IT-related services.



## SCOPE OF WORK

Technology is critical to FCWD's ability to supply the existing services to its customers and the local community. FCWD plans to continue to prudently deploy appropriate, proven technologies to provide fast, convenient community access to comprehensive, accurate information, improve productivity, and enhance accountability.

The scope of work for the engagement will include (i) assisting in maintaining the functionality of FCWD's IT equipment and operations; (ii) providing service calls and/or visits on a 24/7 basis, when necessary to maintain FCWD's operations; (iii) providing necessary IT equipment and software; (iv) managing FCWD's network, servers, computers, and technology infrastructure; (v) providing proactive maintenance of the systems to avoid problems that would otherwise interfere with FCWD's operations; and (vi) various other related services.

## PROPOSAL REQUIREMENTS

The substance of proposals will outweigh the form or manner of presentation. Due to the nature of this proposal, it is requested that each proposal be brief and to the point and consist of no more than ten (10) pages.

The purpose of the proposal is to demonstrate the qualifications, competence and capacity of the consultant seeking to undertake the engagement for IT services. Proposals should provide a straightforward description of the consultant's capabilities to fulfill FCWD's needs. Proposals should be concise and include the following:

### 1. SUMMARY

A brief, non-technical narrative, summarizing the proposal and demonstrating that the consultant understands the nature and scope of the work and the level of effort necessary to successfully provide the IT services. The narrative should evaluate current systems and illustrate how the consultant's approach and service plans are appropriate to FCWD needs.

### 2. FIRM QUALIFICATIONS & EXPERIENCE

Proposals should state the consultant's firm size and office location, along with the number and nature of full-time & part-time professional staff. Proposals should describe the consultant's experience performing similar assignments. Proposals should identify the consultant's related insurance coverage and its suitability to proposed engagement. Primary contact, company name, address, telephone number(s), and website should be provided. To assist FCWD in evaluating the consultant, proposals may include additional information such as the consultant's stability, history, etc.

### 3. QUALIFICATIONS AND EXPERIENCE OF ENGAGEMENT STAFF

Proposals should identify principal staff that would be assigned to the engagement and provide detailed information concerning relevant qualifications and experience. To assist FCWD in evaluating staff, proposals may include additional information such as engagement team's resumes, background, years of experience, reporting structure, etc.

### 4. COST OF SERVICES / PRICING MODEL

Proposals should include a price estimate, including all direct and indirect labor costs including all out-of-pocket expenses and excludes hardware and software that may be purchased by the FCWD. Identify support and services not included in the fixed price and specify rates for additional professional services. Include cost estimates for any proposed software and hardware requirements. All costs associated with on-going maintenance and support must be identified and totaled. Hourly



rates should be provided and listed by position (partner, specialist, supervisory, staff, etc.). One (1)-time costs such as implementation or conversion costs and recurring costs must be separately identified. All fees and expenses must be included. All out-of-pocket expense reimbursements must be identified and estimated.

#### 5. **SUBCONTRACTORS**

FCWD desires a contract with a single consultant responsible for all work. For all planned subcontractor services, define responsibilities, describe relationships and include profiles as well as any additional information that will assist FCWD in evaluating the proposal.

#### 6. **SIMILAR ENGAGEMENTS**

Proposals should list similar engagements. Identify scope of work, dates, assigned staff and name and phone number of principal client contacts.

#### 7. **CLIENT REFERENCES**

Provide list of at least three (3) current and two (2) former clients including name, address, contact person, and phone number.

#### 8. **SERVICES PROVIDED**

Describe general approach to managing engagement. Include specific plans to manage, control, and supervise engagement to ensure exemplary service. Address security and support facilitating FCWD's access to and understanding of the system. Provide a comprehensive description of support and maintenance provided. Include on-site and remote, startup and ongoing time estimates. Define response times and associated guarantees. Identify support center located nearest to FCWD, its normal business hours and provisions for after hour emergency support. Include any client requirements. Describe problem reporting and service tracking methodology utilized.

### **SUBMISSION INSTRUCTIONS**

**All responses to this RFP are due on or before January 30, 2026 @ 4:30 PM CST via the email address below with the following subject line: "RFP #2026-01 – IT Services":**

Franklin County Water District  
ATTN: Dana Reeves, General Manager  
[dana.reeves@fcwd.com](mailto:dana.reeves@fcwd.com)

**Responses must be submitted and received on or before the date and time specified; otherwise, the response will not be considered by FCWD.**

Any proprietary information submitted in conjunction with a proposal should be segregated and labeled proprietary. FCWD will retain all submitted documents not labeled proprietary and may utilize information contained in proposals. Any proposal submitted with a blanket statement that would prohibit or substantially limit public inspection will be rejected.

FCWD will not be responsible for any costs or expenses incurred in preparing proposals.

**FCWD reserves the right to reject any or all proposals submitted for any or no reason.** Submission of a proposal indicates acceptance of the conditions contained in this request.



## EVALUATION AND SELECTION PROCESS

Each submission will be reviewed against the terms of this RFP to determine if the submittal is complete and responsive and how well the contractor satisfies the evaluation criteria. FCWD may reject any submittal found to be incomplete, unresponsive, or not in compliance with the format requirements set forth in this RFP.

**The engagement will be awarded to the consultant proposing IT services at the best value for FCWD, as well as to reject any and all proposals for any or no reason.**

The successful consultant will be required to execute an agreement with FCWD and will be expected to maintain appropriate insurance coverage and all licenses, registrations, and filings required by law during the engagement.

**The submission of a proposal shall not in any manner oblige FCWD to enter into a contract or to be responsible for the costs incurred by your organization in responding to this RFP. FCWD reserves the right to reject any proposals in its sole discretion and to negotiate the terms of the contract, including the contract amount, with the selected respondent(s) before entering into a contract. If none of the proposals are deemed acceptable, FCWD reserves the right to seek additional proposals after the proposal date. FCWD reserves the right to cancel and withdraw this RFP at any time and for any reason.**