

Muskingum County Emergency Management Agency

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April 14, 2026

Request for proposals/quotes for the
Muskingum County
Reverse 911 System/Notification System

July 1, 2026 through June 30, 2027

Muskingum County Emergency Management Agency and Office of Homeland Security (here after referred to as the Muskingum EMA) is looking to secure a system that can be used to notify its residents, businesses, and visitors that an Emergency Exists or there is an Impending Event that could be detrimental to lives or property. Our county population is just under 90,000 people.

The company will provide the Muskingum County EMA with the means to contact Citizens, Businesses, and Visitors through any or all of the following methods:

Landline Phone - Mobile Phone – Text – E-Mail – Social Media Outlets

There will be an Opt-In Option that will allow Citizens to sign up for the service through the Muskingum EMA/LEPC and Muskingum County Commissioners websites and their links or by contacting the Muskingum EMA Office.

Citizens who Opt-In can choose from any or all of the following options: Single or Multiple Phone Lines (Land or Cell or Mobile), Single or Multiple Locations (Home/Work/Family Members), Texts, and Single or Multiple E-mail Addresses.

They can also choose to have Special Needs as part of their notifications: Transportation Dependent, Hearing Impaired, Visually Impaired, Electric Dependent, Limited Mobility or Wheelchair Dependent or Special Medical Considerations.

Along with other Special Notifications: Water Outages, Boil Advisories, Road Closures, Scheduled Power Outages Law Enforcement Notices, and others to be determined.

Muskingum EMA will be able to choose what Weather Alerts are available. The Citizens who Opt-In should have the ability to choose from what Weather Alerts offered that they want to receive and if they want daytime only or 24-hour weather alerts except for Tornado Warnings which will be required to be sent out twenty-four (24) hours a day.

The system will also be able to receive and distribute notices from the National Weather Service to ensure quick dissemination of weather alerts (WEAS).

The provider will also include IPAWS Notifications in the pricing as Muskingum EMA has received their approval to use the IPAWS System.

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The provider will set up an account for Muskingum EMA that will allow for a Master Administrator who can set up and allow an unlimited number of people to be Administrators for Muskingum County. The Muskingum County EMA Staff and the Master Administrator will determine the Administrators. The system will have a Login and Password to access and use the system.

The system will provide for an Unlimited Number of Groups and Sub-Groups with an unlimited number of members in each group and sub-group.

The provider's system will provide mapping capabilities using ArcGIS and Google Maps or Equivalent so that the Master or Administrators can send notices to specific areas of the County, City or Villages that an Emergency or Event exists or is impending.

The system must be capable of scheduling prepared alerts that can be sent out at a designated date and time determined by an Administrator or Master.

The system will provide the Muskingum EMA with a report section that will provide a report log showing what has been sent, when it was sent, by whom, to whom and what the recipients response was such as hang-up, voicemail, busy, no answer, successful and acknowledged.

The system must be accessible by desktop or laptop computers and/or smart phones.

There will be NO LIMIT to the Number of Notifications that can be sent by Muskingum EMA or authorized administrators.

The provider will have redundant capabilities to ensure prompt delivery of the Emergency Messages/Notifications in the event one (1) of their facilities or messaging systems is damaged by an event or overwhelmed by numerous notifications that are being sent by their customers.

The Provider will list an Emergency Contact Number for use when the EMA or Administrators are having trouble with the system either during business hours or after hours.

The provider will also include in their quote the cost of providing training on their system. The training could be at Muskingum County EMA and/or by a webinar. Due to the number of people who will be Administrators more than one (1) training session may be needed.

Quotes must be received or postmarked by Close of Business on May 29, 2026. Send quotes to Muskingum County EMA and Office of Homeland Security 2215 Adamsville Road Zanesville, Ohio 43701

Muskingum EMA staff will review all quotes received. They will select the lowest and best quote from those received.

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The Notice will be posted to the County and EMA websites from April 14th thru May 29th.

Jeff Jadwin Director

Quotes can be sent by US Mail, UPS, FEDEX to the following address or emailed to the email address listed:

Muskingum County EMA
2215 Adamsville Road
Zanesville, Ohio 43701-8539
Attention Jeff Jadwin
jjjadwin@muskingumcounty.org

The quotes will be opened and reviewed by the Muskingum County EMA Director and Staff, to determine the lowest and best bid during the next one (1) week following the submission deadline. The results will be presented to the County Commissioners for approval.

Muskingum County EMA reserves the right to reject any or all bids.

Any questions will need to be addressed by Director Jeff Jadwin at 740-453-1655 or at jjjadwin@muskingumcounty.org during normal business hours. Monday through Friday 7:30 am till 4:30 pm except Holidays.