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## Call Monitoring and Response Management System

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### Bid Details

Agency Name St. Johns County - Purchasing Department

Bid Writer Kayla Lauro

Bid ID RFP-2681-0-2026/KM

Bid Type RFP - Request for Proposals

Broadcast Date 06/17/2026 8:00 AM Eastern

Fiscal Year 2026

Due Date 07/16/2026 4:00 PM Eastern

Bid Status Text None

Additional Registration

(NEW)

NONE

### Scope of Work

The purpose for this RFP is to solicit Proposals from qualified Proposers to provide a comprehensive response management software platform, along with supplemental dispatch support services, to enhance the St. Johns County Utility Department ("SJCUD") ability to intake, manage, dispatch, track, and analyze incident responses from St. Johns County citizens regarding water and/or sewer issues.

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### Documents

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Filename	Type	Date Modified	Status
RFP 2681	Bid Document / Specifications	Jun 17, 2026	Complete

### Distribution Info

Bid Bond None

Plan (blueprint) None

eBidding No

Distributed By DemandStar

Distribution Method Download

Distribution Options Bid has no blueprints associated with it

Distribution Notes None

Publications

View Legal Ad

Pre-Bid Conference

No Pre-Bid Conference Available

Commodity Codes

[001-958-95] Utility Management Services

[007-839-31] Call Answering Telephone System, High Volume

[007-839-32] Call Answering Telephone Systems, Low Volume

[007-883-00] VOICE RESPONSE SYSTEMS

[007-915-20] Call Center Services