

Addendum #1 - Questions and Answers to Pre-Proposal Conference
 911 Call Handling Protocol System RFP
 RFP #2016-87

| No. | Question | Answer |
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| 1 | What is the current number of call taking positions? What do you foresee in the future? | Up to a total of 41, which is the number of work stations available. The City doesn't see the number growing. Currently have 10-20 dispatchers handling 911 calls at a given time. |
| 2 | For 911 calls, how many are taken on weekdays vs. weekends? | The calls are busier during weekday daytime and weekend evenings are busier. |
| 3 | Will new system help with prioritizing calls, eliminating time on the phone, standardizing questions, and condensing call types? | Yes. All of the mentioned items. |
| 4 | Is the system voice activated? | No. |
| 5 | Will this require training licenses and access? | Yes. This is part of the 41 licenses. |
| 6 | What is your timeline for the new system? | Implementation will begin in 2016. |
| 7 | Are you outsourcing the project or bringing people in to access it? | The City is not outsourcing. This is for a purchase of software and installation. |
| 8 | Are all 41 licenses 911 capable? | Yes. |
| 9 | Are there certain licenses for admin lines or requirements? | No separate license for admin lines. |
| 10 | How many employees? | Total of 82 full-time employees, including 9 supervisors and 3 managers. |
| 11 | Do all employees go through certification process? | Yes, all go through the process. In addition, supervisors and managers will need QA training, also. |
| 12 | With current system, is the City working through a vendor? | Yes. Our CAD vendor is Tri-Tech. |
| 13 | Will the City use the current codes in the new system? | Yes. The City needs a smooth transition to the new system. |
| 14 | Do you have any idea what software the City prefers? | The vendor will propose this. Need a proven system that works in conjunction with our current CAD system. System must be integrated. |
| 15 | What is the budget? | The vendor will provide the budget for this project. |
| 16 | Has this system been desired for many years? | Yes. |