

Addendum #2 - Questions and Answers to Pre-Proposal Conference
 911 Call Handling Protocol System RFP
 RFP #2016-87

No.	Question	Answer
1	Could you please explain what exactly you would like sent in each separate email as noted on page 5, Section III, Proposal Due Date and Location?	Submit 1) Electronic business proposal with attachments, 2) Electronic price proposal and 3) 10 hard copies of the business proposals with attachments and 4) one hard copy of your price proposal
2	On page 23 of the RFP it states “ The Consultant will work jointly with the City to plan for System migration and to transfer data from the old System to the 911 Call handling Protocol System” Please clarify what data you are looking to transfer.	At this time there are no identified data sets for transfer.
3	On page 24, it states, “after installation and initial customization of the system, City requires a successful completion of a testing period before final payment is made.” To be clear, are the 60 consecutive error-free days of operation inclusive of the testing period before the go live use in production? Please define “error free days” and how will they be communicated and documented?	The 60 consecutive error-free days of operation are NOT inclusive of the testing period before go-live in production. We consider "error free" days to mean all functions of the system are working as designed, specifically no unscheduled downtime or operational failures in the live environment. Open tickets will be logged.
4	In Appendix I., Section 1.02 it states, “Entirely scalable to meet the expanding needs of the client over time.” Please clarify what is meant by this statement.	We take this to mean that additional workstations can be added to meet the needs of the call center.
5	In Appendix I, Section 2.01 it states, “Include a pre-built library of problem natures and call type. Must have the ability for the City to build custom problem natures and call types, remove existing ones, and revise existing ones.” Is the City looking for a proven protocol call handling solution with fully vetted protocols or is the City looking to build their own protocols? Please explain this section in more detail.	The city wants a proven solution and requests information about what, if any, customization is available.
6	In Appendix I, Section 2.13 there is a request for the ability to handle text to 911 calls. Has the City currently implemented using text to 911? If so how many calls are received each month in this format? Yearly? If not, when is the City planning on implementing text to 911?	The city has not implemented text-to-911 and will migrate to text according to the State of Minnesota implementation schedule. Currently responses to the state's RFP for a text to 911 solution are under review.
7	The agency has 41 work stations that would require forty-one (41) 9-1-1 call handling software license. Would additional license be required for admin stations, and if so what is the total number of license required for the RFP?	The city needs a group of licenses to be distributed between call taker, training, admin, technical support, and quality assurance workstations. Our estimate of concurrent active call taker licenses needed is up to 20.
8	The RFP requires “a manual (paper/card/other format) version of the call processing system”. How many guidecard binders does the MECC desire for:	
	<u>Phase I</u>	
	Fire Service Communication?	up to 41
	Law Enforcement Communication?	up to 41
	<u>Phase II</u>	
	Emergency Medical Dispatch?	up to 41