

Addendum #3 - Questions and Answers to Pre-Proposal Conference
 911 Call Handling Protocol System RFP
 RFP #2016-87

No.	Question	Answer
1	Is the City looking for their staff of 82 people to obtain full certification training (Emergency medical, Fire Service and Law Enforcement training)? Or just Fire Service and Law Enforcement?	The City would like to have options for implementation. Initially Fire Service and Law Enforcement only but also cost if we did include Emergency Medical.
2	What is the typical breakdown per shift: How many call takers? How many police dispatchers? How many fire/ems dispatchers? If there is an influx of calls, can the dispatchers take those calls?	There are 10-20 staff on each shift. At least 1 supervisor 24/7 and 3-12 calltakers and 5-7 dispatchers depending on time of day. Backup dispatchers do answer calls when phones are busy.
3	Are there separate staff that handle the non-emergency calls? If so, how many work per shift?	No; NA
4	How many workstations are used concurrently for call taking on the City's busiest shift?	15
5	How many workstations do you have set up for training purposes?	3-9 Workstations are kept set up. Calltaker training is usually in academy classes of 6-9. Training existing staff in new software is usually done in classes of 8-10.
6	How many workstations are in your backup center? Is this number included in the 41 stations? Where is that located? Is it on the same server as your primary PSAP?	12; Yes; 3 miles from the current location; Yes
7	Is the City looking for installation of the call handling software on all 41 workstations?	Yes, we would like the ability to answer calls at all positions. All positions currently have a 911 phone.
8	How many supervisor/managers work on a busy shift? How many of those supervisors will you want to be able to see the use of others using the call handling software?	1-3 supervisors at all time. 2 floor supervisor positions and 3 manager/off floor supervisor positions should be able to see the use of others.
9	How many people would be doing call assessment on a shift?	The system should allow for up to 4-5 people to be concurrently doing call assessments.
10	Are there any specific reports or data that the City is looking to obtain from the call handling protocol software system?	The City desires reporting features that align with standard industry or certification best practices for reviewing/grading call handling.