

RFP ADDENDUM #1

Date of Addendum: 02/21/2025

NOTICE TO ALL POTENTIAL RESPONDENTS

The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents will remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.

1. PROPOSAL SUBMITTAL DEADLINE

The Proposal submittal deadlines are unchanged by this final addendum.

2. QUESTIONS AND ANSWERS

The following questions and answers are provided as a matter of information to clarify issues raised about the RFP. To the extent that changes to the RFP are required based on the questions received, the RFP has been modified as noted in this Addendum.

Item	Questions and Answers
1.1	<p><u>Question:</u> Whether companies from Outside USA can apply for this? (like, from India or Canada)</p> <p><u>Answer:</u> All vendors must meet requirement to ensure they and their staffing meets all CJIS requirements of the State of Alaska DPS and the United States Department Justice / FBI security protocols. Additionally, the proposer must have access to ALMR ration system and infrastructure and pass their security protocols.</p>
1.2	<p><u>Question:</u> Whether we need to come over there for meetings?</p> <p><u>Answer:</u> This question requires further clarification before a proper answer can be provided.</p>
1.3	<p><u>Question:</u> Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada) Can agents be based outside of Alaska, such as at our Tampa site, or is a local presence required? If remote staffing is allowed, are there any residency or travel requirements for periodic in-person training or audits?</p> <p><u>Answer:</u> Vendors outside the USA may not be able to get the proper security clearances needed for their facilities and staffing. It would be their responsibility to ensure the security protocols can be implemented and maintained prior to proposal award.</p> <p>We do not discourage agencies or vendors from outside of Alaska from submitting a proposal. However, it would be extremely difficult, if not impossible, to maintain the</p>

	<p>security protocols of the State of Alaska and US Department of Justice, in addition to the ALMR security.</p>
1.4	<p><u>Question:</u> Can we submit the proposals via email?</p> <p><u>Answer:</u> As stated on pages 1 and 8 of the Request for Proposals, “Proposals due, if by email, may be submitted in PDF format to the City at cityclerk@whittieralaska.gov with the subject line “Proposal for Dispatch Services.” Emailed proposals will be accepted only if received by the City Clerk’s office prior to 11:00 a.m. local time on March 3, 2025, and only if the City Clerk’s office has responded to the proposer with confirmation of receipt of the emailed proposal prior to 3:00 p.m. local time on March 3, 2025.”</p>
1.5	<p><u>Question:</u> Given the unique geography of Whittier and Girdwood, will the City provide GIS mapping tools, addressing guidelines, or a ride-along program to assist dispatchers?</p> <p><u>Answer:</u> Some GIS information is provide through our CAD (Computer Aided Dispatch) software. We anticipate addition GIS information to be added in the future.</p>
1.6	<p><u>Question:</u> What is the expected training duration for a new dispatcher to become proficient in handling calls for this jurisdiction?</p> <p><u>Answer:</u> We expect dispatchers to be proficient with public safety dispatch duties, i.e. radio dispatch, entering data into CAD, 9-1-1 call taking, multi-tasking skills, knowing agency 10 codes or radio codes, local geography and landmarks. A realistic expectation for training duration is within 60 to 99 days for both communities.</p>
1.7	<p><u>Question:</u> Could the City provide historical call volume data broken down by day and hour, particularly given seasonal spikes during summer months?</p> <p><u>Answer:</u> We are unable to provide this information at this time.</p>
1.8	<p><u>Question:</u> What is the average handle time per call type (Police, Fire, EMS)?</p> <p><u>Answer:</u> Depends on the type of calls. More information is needed to answer this question properly.</p>
1.9	<p><u>Question:</u> What are the background check requirements for dispatchers (e.g., fingerprinting, state/federal clearance)?</p> <p><u>Answer:</u> Yes, fingerprinting, criminal history check, and State and Federal clearance.</p>
1.10	<p><u>Question:</u> How long does the APSIN and CJIS/NCIC certification process take for new hires?</p> <p><u>Answer:</u> Approximately 60 days until we receive written verification on clearances (average time).</p>

1.11	<p><u>Question:</u> Will the City provide CAD and RMS software, or is the vendor required to procure and integrate these tools?</p> <p><u>Answer:</u> Whittier will provide the software with a limited number of licenses per user. If a vendor goes beyond the current licenses, additional user fees are the vendor's responsibility.</p>
1.12	<p><u>Question:</u> Are there specific hardware requirements (e.g., VPN, dual monitors, dedicated bandwidth)?</p> <p><u>Answer:</u> Hardware requirements are listed in Section 1.2, Scope of Services. Vendors are to ensure they have sufficient cyber security protocols in place.</p>
1.13	<p><u>Question:</u> In Section 1.2(B), you note that you have two ALMR frequencies, but in Section 1.2(L), you state the dispatch service will need to operate eight radio frequencies. Can you confirm how many radio frequencies will need to be monitored?</p> <p><u>Answer:</u> There may be up to eight frequencies programmed into our console; however, at most, dispatchers will need to monitor three frequencies. Operations will occur primarily on the two ALMR frequencies.</p>
1.14	<p><u>Question:</u> Do you tone out EMS calls on the ALMR channel with a tone or through the IAMResponding application?</p> <p><u>Answer:</u> Initially, it will be dispatched via a callout on the ALMR channel, then secondarily by phone.</p>
1.15	<p><u>Question:</u> Are officer-generated calls created by dispatchers in the CAD?</p> <p><u>Answer:</u> For security checks and certain other types of calls, officers will create the incident themselves. For traffic stops and other types of calls, the dispatchers create the incident.</p>
1.16	<p><u>Question:</u> If we use a different CAD system, will officers need to access our system to self-generate security checks or will you look for a patch of some sort?</p> <p><u>Answer:</u> We will likely look for a patch.</p>

END OF ADDENDUM