



COUNTY OF DANE
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
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GREG BROCKMEYER
Director of Administration

CHARLES HICKLIN
Controller

DATE: December 18, 2018
TO: All Proposers
FROM: Megan Rogan, Purchasing Agent
SUBJECT: ADDENDUM #1 to RFP #119024 – Public Safety Communications Staffing Study

Question 1

Are the PSAP's non-management personnel under a union contract?

- If so, what is the name of the union and the term of the contract?
- If so, may we have a copy of the contract?

Answer: There is no formal labor union nor labor contract, but there is an Employee Group and Employee Benefit Handbook (<https://admin.countyofdane.com/Emprel>) that approximates them.

Question 2

How many years of data and statistics will be provided by the PSAP?

Answer: Dane County can provide up to 10 years' worth of data and statistics

Question 3

Is there portability between county jobs?

- If so, under what circumstances and restrictions?

Answer: County employees can transfer between jobs within the County. The policy allows individuals meeting minimum requirements who want to transfer to be placed on the interview list for the new job (equal to, or less than current pay range), regardless of the department. Candidates external to County employment must be screened before being placed on the interview list.

Question 4

What is the county's desired time frame for the completion of the study, (preliminary and final report)?

Answer: The RFP requires vendors to provide a schedule of work indicating what they believe will be the required amount of time to complete the project requirements given their own resource commitments. It is hoped, however, that the project can be completed well before 2020 budget decisions are considered (which starts in early Q3 of 2019).

Question 5

What is the county's fiscal year?

Answer: The County's fiscal year runs on the calendar year from January 1 – December 31.

Question 6

The RFP references presentations, to whom would the presentations be made?

Answer: Selected vendor could potentially present to a number of groups. They will certainly present to the management group of the Public Safety Communications (PSC) department. Similarly, a presentation is foreseen for the PSC Advisory Commission. It is also quite likely that presentation(s) to County Board and/or County Board committees (Public Protection and Judiciary and/or Personnel and Finance) would be requested by the County.

Question 7

The RFP references the number of required copies, however there are two different numbers, which is the correct one?

Answer: Please provide one original copy, 5 hard copies, and one electronic copy of your proposal.

Question 8

What specifically has motivated the County to undertake this project at this time? Please respond in as much detail as possible.

Answer: The department has not had an official/objective look from an outside entity in at least 10 years and desires that objective feedback. The industry (and the tools we are using) has changed in the last 10 years and will continue to change as Next Generation 9-1-1 comes to fruition and other factors contribute. This is simply due diligence after an appropriate amount of time between studies. Additionally, IF this staffing study were to point to a large future increase in staff, it may have a bearing on the decisions surrounding infrastructure remodeling or rebuilding. And, for those decisions and subsequent actions, lead time is long. We did not want to wait longer than we have to inform those decisions.

Question 9

What is the County's budget for this project? While we understand that this may be viewed as sensitive information, it is public record and of significant value to the consulting community.

Answer: The County will be looking at best value, not at spending the budgeted amount of money (which we hope will be more than what is necessary to spend). It should also be understood that the staffing study is a single piece of what might become a larger project which will, of course, require more of those heretofore budgeted funds. If/when we do not spend all dollars of the staffing study phase, we will be able to use the balance for other projects and not pull more funds from the taxpayers' pockets in the future. The amount budgeted is \$250,000.

Question 10

Who will be part of the selection committee?

Answer: The evaluation committee members have not yet been determined. Furthermore, it is policy that Dane County does not release RFP evaluation committee member names until the RFP process has concluded.

Question 11

Regarding Section 3.3.1., Current Dane County PSC Staffing, how many Communicators typically work as (a) call takers or (b) dispatchers on a given tour?

Answer:

Minimum staffing (as of winter of 2018)

0230-0630 - **9** Communicators at all times.
0630-1030 – **12** Communicators at all times.
1030-1430 – **15** Communicators at all times.
1430 – 1830 – **16** Communicators, except **17** on Friday & Saturday
1830 – 2230 – **14** Communicators, except **15** on Friday/Saturday
2230 – 0230 – **11** Communicators, except **12** on Friday/Saturday

Minimum staffing of Communications Supervisors – **1** at all times.

Usually, we have no more than 5 Communicators acting as dispatchers. We have 6 on Friday and Saturday evenings for second shift. However, we utilize tactical dispatchers somewhat frequently to handle major incidents the responders want/need a separate dispatcher for. In those cases, we may increase dispatchers by pulling qualified personnel from their call-taking positions.

Aside from dedicated call takers and dispatchers we also utilize a “data” Communicator (included in the minimum numbers above) to work with responders on tasks such as warrant checks and so forth.

When we can predict (e.g. impending storms or large scale activities such as Badger football games) or are experiencing needs that call for Communicator staffing above the minimums stated above, we utilize personnel on OT and/or break people free from other duties, if assigned, such as quality assurance checks or on-the-job training.

Question 12

What studies related to the PSC have been done since January 1, 2010? Please specify the consultant and subject of each such study.

Answer: None

Question 13

On Page 17, Section 5.2, the RFP refers to the required form as **Attachment C – Cost Proposal**. On Page 20 Cost Proposal it is referred as **Attachment B**. May the proposers update the Cost Proposal Form to **Attachment C**?

Answer: Yes, the Cost Proposal Form was incorrectly labelled as Attachment B. Please refer to as **Attachment C**.

Question 14

In Section 2.4: Evaluation Criteria, the table does not align with the sections listed in Section 4: Proposal Preparation Requirements. Can the County please clarify the appropriate proposal sequence? Should the vendor disregard the section numbering in the evaluation criteria and follow Section 4.0: Proposal Preparation Requirements?

Answer: The corrected Evaluation Criteria Table is:

Proposal Requirements	Percent
Organizational capabilities (Section 4.3)	20%
Staff qualifications (Section 4.4)	15%
Project Timeline (Section 4.5 – Part of Overall Project Approach)	15%
Overall project approach (Section 4.5)	20%
References (Section 4.6)	10%
Cost	Percent
Cost (Section 5)	20%
Total	100%

Question 15

In section 4.5, Tab 3: Overall Project Approach, the RFP references a section 3.6 that is not included in the solicitation. Can the County verify this should read “services listed in 3.2 through 3.5?”

Answer: Yes, Section 4.5 should read “services listed in 3.2 through 3.5.”

Question 16

On page 9 section 3.2 third paragraph you state:

The contracted firm will also be asked to review and provide an analysis of the staffing impacts if consolidation with the other answering points and dispatch centers were to occur.

Are you anticipating other agencies to join Dane County or are you looking at starting a new county wide center?

Answer: We believe the likely scenario is other existing suburban PSAPs and dispatch centers (probably all in the geographic confines of the county) may join Dane County PSAP/dispatch at the current site. If the growth of the operations seem to dictate that the current center is not big enough, a subsequent decision (possibly informed by another study), will be made to determine if a new Dane County PSAP would be built out.

Question 17

On page 16, section 4.0 you state:

Accordingly, graphics, tables and charts are encouraged, but the page limitations shall include these as well.

Are there page limitations to this proposal?

Answer: No, there are no page limitations to this proposal.

Question 18

Local Purchase Ordinance-Will the 5 points be added to a local vendor's overall score or will they be allocated to a specific evaluation criteria category as identified in 2.5?

Answer: The 5 points will be added to the vendor's overall score.

Question 19

Can you describe the current governance structure for the Center?

Answer: The Director reports on a daily basis to the County Executive. The legislative branch oversight is provided by the Dane County Board (primarily by the Public Protection and Judiciary Committee). Additional oversight, required by County Ordinance, is provided by the Public Safety Communications Advisory Commission. The Advisory Commission is comprised of technical and operational managers representing County and user agencies. The department oversees/administers the DaneCom radio system and reports to a DaneCom Governing Board, set up by County Board Resolution, comprised of elected officials and responder agency leaders.

Question 20

Are there operational, administrative or IT services that the Center has outsourced, and if yes, what are they?

Answer: The only outsourcing is the typical maintenance contracts for technical systems (phone, recorder, CAD, and radio).

Question 21

How does the Center determine its staffing levels today?

Answer: A staffing study was conducted in 2009, calling for a number of FTE similar to what exists now. Aside from staffing that was added after that study was completed, ongoing staffing sufficiency has been determined by viewing call-taking answer times (i.e. meeting NFPA call-answer standards has indicated the call-taker staffing is about right, however overtime budgets have not been met during that timeframe).

Question 22

When was the last time a staffing evaluation was done on the Center?

Answer: 2009

Question 23

What workload measurement does the Center use today to inform staffing and/or scheduling?

Answer: 9-1-1 answer times, Fire and EMS incident processing time (call-receipt to dispatch) and radio channel saturation.

Question 24

Does the Center have a strategic plan? Operational plan? IT plan? If yes, when were these last updated?

Answer: The Center produced a "2020 Vision" strategic plan in 2016. It includes sections on people, processes, technology, and infrastructure. Minor additions/updates were made as recently as March, 2018.

Question 25

Is overtime performed exclusively by Communications personnel? Or do police and fire personnel provide support for overtime needs?

Answer: Communications personnel only

Please acknowledge receipt of this addendum by noting "Addendum #1 Received" on the Signature Affidavit page when you submit your bid. If you have any questions regarding this addendum, please contact me at 608-283-1487.

Sincerely,

Megan Rogan
Dane County Purchasing Agent