Addendum No. 2

Project Name:	Analysis of Emergency Communications	Project No.:	RFP# 18-19-23
Prepared By:	Denisha Harris	Date:	March 21, 2019

General Questions, Clarifications & Requirements:

Please find below answers to questions posed during the Q&A period:

Q: The RFP requests an extensive list of services. Has Greenville established a budget for this project? If so, will you share it?
A: **A budget has not yet been established.**

Q: We respectfully request a two-week extension to the due date to provide adequate time to prepare a high-quality response.
A: **We have no plan to extend the due date.**

Q: Is Greenville currently involved in interoperability agreements with other agencies?
A: **Yes. Automatic and Mutual Aid with other Pitt County fire and EMS agencies.**

Q: If involved in interoperability agreements, will those agencies need to be involved in requirements gathering?
A: Yes

Q: Are Fire/Rescue integrated to Police and EMS?
A: Greenville Fire/Rescue also provides EMS service. Greenville Police is a separate City department.

Q: If so, will Police and EMS systems be included in this effort?
A: Yes

Q: To what extent does Greenville currently use automatic and mutual aid?
A: Automatic aid agreements are in place for identified geographic areas within the City and County. Mutual aid is provided on an "as requested" basis.

Q: To what extent does Greenville currently have MDTs deployed in response vehicles? Police? Fire? EMS?
A: Fire/Rescue/EMS do not have MDTs. PD has MDTs.

Q: Can you elaborate on the 'equipment and software requirements for present and future'? This is a broad statement and it would help to have additional details.
A: Evaluate the current equipment and software in use and provide recommendations related to future needs.

Q: To what extent is AVL deployed on vehicles currently? Police? Fire? EMS? Other departments?
A: Fire/Rescue/EMS vehicles do not have AVL. PD has AVL.

Q: What records management system is currently utilized?
A: Imagetrend

Q: What CAD is currently utilized?
A: Superion

Q: What type of radio system is used for emergency dispatch and communications? 800 MHz? UHF? VHF? Trunked? Encrypted?
A: NC Statewide Viper system

Q: Does Greenville have more than one public safety answering point (PSAP)?
A: No

Q: Which operational talk groups are currently recorded, if any?
A: System talk groups are recorded. Direct talk groups are not recorded. Pitt County records the main dispatch channel, and there is 1 radio scanning and recording the tactical channels maintained by FD communications staff.

Q: Does the City plan to award evaluation points for meeting the City's WBE/MBE participation goals?
A: Evaluation points will be awarded based on criteria identified in section six.

Q: Does the existing system support only Fire/Rescue, or the entire City? If the system supports the entire City, which agencies use the system?
A: City Fire/Rescue and Police use the NC VIPER System for daily operations.

Q: How many infrastructure sites does the existing radio system include?
A: The NC Viper system is a statewide radio system. The single VIPER tower site within the City of Greenville is located on the 2800 block of East 2ⁿᵈ Street, Greenville, NC 27858. Information regarding the system can be found at the following website: https://www.ncdps.gov/our-organization/law-enforcement/viper.

Q: What are the current CAD/RMS systems? Do they support all agencies, or just Fire/Rescue?
A: Fire/Rescue is currently dispatched by Pitt County 911, which uses Superion CAD. GPD is currently implementing Superion CAD. Fire/Rescue uses Imagetrend RMS shared with Vidant.

Q: Describe the existing interoperability between Fire/Rescue, Police and other City agencies. With which agencies outside the city do the system users need to interoperate?
A: Fire/Rescue and Police use the NC Viper System. The Public Works Department utilizes the Pitt County private trunking system.

Q: Since Pitt County dispatches for several Fire/Rescue stations, please confirm that the County is to be included in the analysis.
A: Pitt County 911 center should be included in the analysis.

Q: Does the City have its own dispatch center, or are all agencies dispatched currently by the County?
A: The City of Greenville has a dispatch center for Greenville Police. All Fire/Rescue and EMS agencies in Pitt County are dispatched by the Pitt County 911 Center.

Q: Does the City want respondents to include resumes of proposed staff in an appendix (over the 20-page limit), or are resumes not required?
A: Respondents should include their qualifications including background and experience as identified in Section 5.1 C. Resumes can be included as an Appendix which will not count toward the 20 page limit.

Q: Page 9 of the RFP states the proposal must be "*no greater than twenty (20) pages, single-sided, single spaced".* Can the City verify if the following sections of the proposal response will be excluded from the 20 page limit: Cover Page, Table of Contents, Resumes, Project Experience Sheets
A: Proposals must be no greater than 20 pages in length and meet criteria listed in 5ection 5. The cover page, table of contents, resumes and project experience sheets will not count toward the 20 page limit. Resumes can be listed as an Appendix.

Q: Does the City of Greenville want the consultant to analyze the shelters, grounding system of the LMR system as well as the dispatch center?
A: No

Q: Does the City of Greenville want the consultant to perform visual inspection of the tower sites, or perform an actual structural analysis by a Professional Engineer?
A: No

Q: Does the City of Greenville want the consultant to perform visual inspection of the tower sites, or perform an actual structural analysis by a Professional Engineer?
A: No

Q: In reference to "Ability to share real-time data with first responders;" What types of data is the City of Greenville envisioning (Voice, video, email…)?
A: **Using technology to assist responders. This can include various different types of data and methods.**

Q: In reference to "Type of dispatch center needed for the City;" Can you please clarify what is meant by this.
A: Communications resources including, but not limited to, equipment and software systems and their operations and organization.

Q: In reference to "Costs associated with redundant communications center;" Can you please clarify if the City of Greenville requires estimated costs for a redundant communications center including radio equipment, construction, outfitting, and staffing.
A: Yes

Q: Will the City of Greenville need the consultant to perform coverage testing as part of the Emergency Communications assessment?
A: No

Q: Is call data available to the responder or can Pitt County 911 provide a list of the Agencies with whom it most frequently exchanges Mutual and/or Automatic aid?
A: Call data can be provided to the consultant once selected.

Q: Will the responder have access to these other towns/counties for a technical assessment?
A: No

Q: Are Greenville Police dispatchers located at the Pitt County 911 Center? If not, where are they located?
A: No, Greenville Police dispatchers are located in the Greenville Police & Fire/Rescue Headquarters station.

Q: Are there SOPs that are publicly available for the current call center?
A: No.

Q: Is there a purpose that the deliverable will serve other than informational (e.g. evidence in support of additional funding for future projects)?
A: The information could be used in support of funding future projects.

Q: According to the Pitt Co. 911 website, the makeup of the current dispatch center is: Twenty-one (21) County Fire Departments; Ten (10) County EMS Stations; One (1) County Quick Response Vehicle; (QRV)/Paramedic Supervisor; Six (6) Greenville Fire/Rescue Stations to include eight (8) EMS Units, eight (8) Fire Units, & multiple QRV's.

A: Is this accurate? **Yes**

How are the consoles allocated (call takers/dispatchers)? **Information will be provided to the consultant once selected**

Are there any spare consoles on the dispatch center floor? **Information will be provided to the consultant once selected**

What type of computer/radio equipment is installed in the dispatch center? **Information will be provided to the consultant once selected**

Is there a secondary/backup dispatch center? **Pitt County 911 has a backup 911 center on North Greene Street.**

Is it possible to tour the current dispatch center prior to submitting a proposal? **No**

Will the current dispatch center be replaced with a new dispatch center? **The current dispatch center operates as a function of Pitt County Government. Decisions regarding the center are made by County staff.**

Q: Interoperability with Automatic Aid and Mutual Aid agencies; How many agencies does this include and what is the current level of interoperability
A: This includes all Pitt County Fire and EMS agencies. 21 fire departments and 10 county EMS stations.

Q: Mobile Data Terminals in response vehicles; Is there any current mobile data solution in use in FIRE/Rescue? Police?
A: None for Fire/Rescue. Police patrol vehicles are equipped

Q: How many vehicles are under consideration for implementation?
A: All Fire/Rescue response vehicles including reserve apparatus. Currently 32 vehicles.

Q: Is there a Jail Records Management in place or desired?
A: No

Q: What level of interoperability currently exists?
A: **Interoperability with City Fire/Rescue and Police units switching VIPER radio talkgroups**.

Q: Is interconnection to other data sources required such as a Master Property, Building Inspection Records or emergency medical system? If yes, what type and what agency/organization controls data?
A: No

Q: Is there any previous investigations or goals developed previously in any studies?
A: No.

Q: Are there any managing board/committees in place now?
A: No

Q: Is there any previous investigations or goals developed previously in any studies?
A: No

Q: Does the City currently inter connect various city owned facilities/buildings/departments for data through any owned/leased fiber, microwave? If yes, how?
A: Information will be provided to the consultant once selected

Q: Does the City have a timeline in mind for the duration of the project?
A: A timeline has not yet been established.

Q: How many staff does the communications function currently have?
A: Pitt County 911 staff are a function of Pitt County Government which determines staffing levels. More information will be provided to the consultant once selected.

Q: Where does the communications (dispatch) function fit into the City's organizational structure? Is it a division of the Fire/Rescue Department?
A: The 911 center is a function of Pitt County Government.

Q: Are IT services currently provided by dedicated Fire/Recue or communications staff, or by the City's IT Department?
A: Pitt County IT staff support the Pitt County 911 center.

Q: As a part of helping us assess the number of possible interviews, we ask the following:

    a) Please identify the current Automatic and Mutual Aid agreements in place.
       A: Automatic aid agreements with fire departments that border the City. Mutual aid agreements for all Pitt County Fire & EMS agencies.
    b) Are more agreements planned in the near future?
       A: No

    c) Does the City dispatch for any of the agencies with Automatic Aid or Mutual Aid agreements?
       A: No

    d) Do any Automatic Aid or Mutual Aid agencies currently share radio or mobile data systems with the City's Fire/Rescue Department?
       A: Automatic Aid and Mutual Aid agencies have access to the NC Viper system which is the Fire/Rescue department's primary radio system.

End of Addendum #2