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ADDENDUM #1

To

Bid #12-11-12-04 "Staffing – Public Safety Emergency Communications Center"

This addendum shall be part of the Purchasing documents for the above captioned Bid. This addendum is to be acknowledged by the bidder by signing as provided below and returning with the bidder's proposal.

SEE ATTACHED: Questions / Answers, 3-pages

Receipt of the addendum is hereby acknowledged.

Bidder _____

Signature _____

Title _____

Date _____

Charles J. Volpe, Jr.
Purchasing Agent
City of Danbury

ADDENDUM #1

Questions / Answers

Technology Questions

What type of 911 system is used and how many incoming and outgoing trunks are configured?

- **The State of Connecticut provides and maintains the 911 switch and client/servers. The Lucent Paladium software is used to process calls.**
- **Switch is configured for 3 answering positions from 5 ISDN Trunks including analog backup lines and TDD Integration.**

What CAD system is being used?

- **HTE CAD/400 and Motorola Premier MDC for Mobile Clients**

Any replacement or refreshment or upgrade expected within the specified 3 years?

- **Yes – Have vetted several vendors and are awaiting decision from the Mayors office on which package will be utilized.**

What additional components are utilized (MCT, AVL, silent dispatch, automatic dispatch of closest unit)?

- **If new system is installed there will be the ability of AVL and Closest Unit choice or sector based. Current procedures utilize sector based dispatch.**

What radio console system is being used?

- **Upon consolidation dispatch operations will utilize Motorola MCC5500 Consoles**

How many channels are being used?

- **Police – 2**
- **Fire/EMS 2 Low Band 2 UHF**

Number of additional radio channels that need to be monitored (public works, school bus, school resource officers, etc)?

- **Police – 2 FAPERN and CSPERN**
- **State Interoperability ICALL/ITAC 800 mhz**
- **Mutual Aid Partners as needed**

Is there any station alerting or paging for fire?

- **Yes Incidents are Toned Out to Fire/EMS**

Is dispatch expected to perform paging operations for fire/EMS/police?

- **Police - Yes**
- **Yes Fire and EMS Tone Outs for Incidents. With personnel call backs as needed.**

Is there a recording system? Does it have a playback and review system that is separate from the floor?

- **Yes Capacity will be increased to include 911 Trunks and Fire/EMS Channels during facility consolidation.**

How many call taker, dispatcher and supervisor positions have been built and outfitted on the floor?

- **The center has radio positions for 2 fire, 2 police radio dispatchers, 1 Supervisor and when the 911 equipment is relocated then there will be 3 911 Call Taker positions added. For a total of 8 positions**

Operations

We need to see center operations stats for up to 5 years to see growing trends

ATT Archives the records for the State of Connecticut. Records on the local switch are only available for a one year period.

- **Incoming 911 calls – For 2011 – 34,636**
- **Incoming Admin/non emergency calls - For 2011 – 10,496**
- **Outgoing admin calls – Not Available**
- **Incident data for Fire, EMS and Police**
- **Alarm calls Fire – 1086 Police – 3675 EMS - 222**
- **Abandoned calls – For 2011 – Abandoned 911 Calls - 4216**
- **Animal control incidents/calls Police - 935**

All of these need to be able to be broken down by hour/day/month so activity level can be determined

- **Not Available**

Will the contractor be expected to staff above minimum levels for busy periods (TAC channels, rush hour, special teams)?

Will the contractor be expected to staff special events (parades, public safety exercises, etc?)

- **Contractor should indentify pricing for unusual staffing such as special event**

What EMD vendor is being considered or utilized and in what format (card set versus computer program)?

- **Fire currently uses Power Phone Guide Card set**

Is a QA program anticipated? If so, when? Is accreditation a desire?

- **Contractor Decision – State OSET may require QA numbers.**

What is the current RMS vendor for police and fire operations?

- **Currently using HTE Fires with plans to shift to Firehouse Software with CAD Monitor for Fire**
- **Echarts is use for EMS**
- **Police RMS is awaiting a decision by City Hall Staff currently using HTE Crimes among other packages.**

What is the number of cameras/monitors that personnel will be expected to monitor and locations?

- **Approximately 100 cameras**

Will this include jail/holding areas?

- **Yes**

Personnel

Will the contractor be expected to include any existing personnel in hiring plans?

- **Contractor not expected to hire any existing personnel**

Is the current center covered by a union contract that the contractor will be expected to honor?

- **Contractor not expected to cover any existing labor contracts**

Does the contractor have exclusive control over schedule “detractors” (sick leave, holiday, vacation, etc)?

- **Contractor has exclusive control over schedule “detractors”**

What is the current shift configuration in the centers and for the police/fire departments? Will the contractor have flexibility of changing or mixing in different schedules to maximize efficiency?

- **Current schedule for Police – 3 eight hours shifts, 5/2, 5/3 configuration**
- **Current Fire – 10/14 with 3 day rotation**
- **Contractor has control over shifts**

What is the current salary structure (starting pay, merit or steps, current contract)?

- **No current salary structure for telecommunicators – staffed by full time police officers and firefighters**

Can a copy of current SOP's be obtained?

- **Police General Order 7000**
- **SOP's specific to Communications are to be developed by vendor in accordance with operational goals set by Police, Fire and EMS oversight group.**

Has a comparative salary/benefit analysis been completed for the area in the past 3-5 years and are the results available for review?

- **No salary or benefits analysis available**

Performance

Will the contractor be required to maintain industry standard performance metrics (APCO, NENA, NFPA) for call answer or call processing?

- **Yes - Industry Standards**

Are statistics available for current performance metrics?

- **No Metric available**

Will the city be seeking a financial penalty for performance or staffing in defined situations?

- **Not Seeking Financial Penalty**

Will there be "off ramps" for unusual activity, delays in background investigations or other issues beyond contractor's control?

- **Yes**