



RFP SPECIFICATION 2017-000-04
Consulting Services – Strategic Study
911 Dispatch Operations and Radio Communications Operations

ADDENDUM NO. 3

The following are questions submitted regarding RFP 2017-000-04, along with answers provided by South Sound 911.

Question 1: What specifically has motivated South Sound 911 to undertake this effort at this time? Please respond in as much detail as reasonable.

Answer 1: The primary driver for the study is the disparate radio systems in the County. South Sound 911 provided funding for subscriber units and infrastructure but is not a system owner or operator. However, due to our initial funding of the systems and our continued, but unsustainable, subsidies for the access fees, the dispatch customers expect South Sound 911 to play a role in radio management to help mitigate costs.

South Sound 911 is a regional agency servicing all public safety entities in Pierce County, Washington. Prior to 2013, dispatch operations were provided by six separate Public Safety Answering Points (PSAPs) and we have recently consolidated to three (one primary law enforcement PSAP and two secondary fire PSAPs). We will begin design of a new facility in the next few months, and the remaining three PSAPs will consolidate to one, following construction of a regional Public Safety Communications Center (PSCC).

The reason for reviewing dispatch operations at this time is to evaluate opportunities for efficiencies with the consolidation to one facility. Looking at our potential roles as an administrator and/or operator of the radio system and as an E911 Program Office administrator is also important to evaluate prior to the design of the PSCC, due to the possibility of additional staffing needs. There is a strong desire from the public safety community to have one entity manage both radio system communications and dispatch communications.

This study is being conducted jointly with Pierce County and the City of Tacoma. Both entities have a strong desire to evaluate public safety communications functions provided by South Sound 911, the County and the City.

Question 2: What is South Sound's budget for this project? While we understand that this is sometimes viewed as sensitive information, it is public record and of importance to the consulting community.

Answer 2: Our Policy Board recently approved a budget amendment of \$100,000 to conduct a study that included the evaluation of fire dispatch operations provided by the City of Tacoma as it relates to consolidation. This review is currently under contract with a not-to-exceed amount of \$30,000. The City of Tacoma Fire Department currently staffs uniformed firefighters on 24-hour schedules to provide dispatch services. The other fire PSAP provides services for 18 fire departments and uses civilian dispatchers on 12-hour schedules.

Question 3: What firm is the vendor of the 800 MHz system?

Answer 3: The 800 MHz system is a Motorola Trunked P25 TDMA system managed by the City of Tacoma. The system includes a sub-system currently managed by the City of Puyallup that is anticipated to transition to the City of Tacoma or South Sound 911 in the near future.

Question 4: Who, in addition to this firm and Hexagon with the new CAD system, are the other major vendors for IT, telephone, radio or communications infrastructure?

Answer 4: Telecommunications Systems, Inc. (TCS) is the vendor for the Enhanced 911 System Customer Premises Equipment for our law enforcement PSAP. An expansion of the system to Tacoma Fire Communications is currently underway. The remaining PSAP (located in the City of Puyallup) uses an Intrado Viper system.