



PURCHASING

August 15, 2025

MEMO TO: Prospective Bidders

FROM: Kimberly Toon, Purchasing Manager

SUBJECT: **Addendum #1:** RFQ - Professional Services-911 Emergency Call Analysis Response Model Design

DUE DATE AND TIME: **AUGUST 19, 2025; 2:00 p.m.**

1. The Bid Documents are hereby modified per the attached Addendum #2 dated August 19, 2025. To include the following:

a. Question & Answers

2. The foregoing changes shall be incorporated in the Bid Documents, and a copy of the Addendum #2, signed by the Bidder, must accompany the Bid to indicate the Bidder's familiarity with the changes.

Question 1: Would the City please clarify the limit regarding the maximum length of Qualification Statements? Where the RFQ states a maximum of 10 pages at Section 1.2 at the top of page 3, it then states a maximum of 12 pages in the top half of page 8 under "Submission of Qualification Statements." Is the limit 10 pages or 12 pages?

Answer: The maximum length of the Qualification statement can be 12 pages.

Question 2: Will the City agree to exclude the cover, cover letter and table of contents from the page limit?

Answer: The City will not include the cover, cover letter and table of contents in the allowed pages amount.

Question 3: Is the "supplemental information" mentioned in the last paragraph in Section 1, General Requirements, at the bottom of page 6 included in the page limit?

Answer: Yes the supplemental information is included in the page limit.

Question 4: Does the City wish to receive any cost or pricing information at this time, or will that be addressed later in the procurement process?

Answer: At this stage, the City is focused solely on evaluating the qualifications, relevant experience, and approach of prospective partners. Cost or pricing information is not being requested with this RFQ. Should the City determine to move forward, detailed pricing will be addressed in a subsequent procurement phase with shortlisted firms.

Question 5: What specifically has motivated the City to undertake this project at this time? Please respond in detail.

Answer: The City of Fayetteville is conducting this analysis to ensure every 911 call receives the most effective response. With more calls involving non-criminal, non-violent, and behavioral health concerns, we aim to assess whether alternate or co-response models could improve efficiency, reduce strain on public safety resources, and better connect residents to the right care.

Question 6: What is the desired completion date for this project? Please respond in calendar days from contract execution.

Answer: The Office of Community Safety anticipates completion within 180 calendar days from contract execution.

Question 7: Who are the vendors of the CAD and call-processing systems, and for how many years has each been in production in Fayetteville?

Answer: Our CAD vendor is Central Square. We have been using a version of this software since 2009 and on our current Fayetteville/Cumberland shared CAD system since 2012. Our call processing system is Intrado VIPER, and we went live with it in August 2021.

Question 8: Would the City please explain in detail exactly what is intended by the following statement in section 3.2 paragraph 4 on page 7: "An analysis and recommendation for what population should be served?" This seems more appropriate for the Scope of Services in Section 2 than this Section 3.2 on Administrative Information Requirements.

Answer: The reference to "an analysis and recommendation for what population should be served" appears in Section 3.2 under Administrative Information Requirements, but it is not a requirement for the Qualifications Statement. This deliverable is part of the work to be completed by the selected firm during the project. The City does not expect respondents to include an analysis or recommendation regarding the population served in their submissions. Instead, respondents should demonstrate their qualifications and relevant experience conducting similar evaluations. The selected firm will complete this analysis during the study based on call-for-service data and stakeholder input, as outlined in the Scope of Services.

Question 9: Would the City please clarify in detail exactly what is intended by the following statement in section 3.2 paragraph 5 on page 7: "Should include detailed plans for operations, funding sources, staffing, and services offered?" For example,

should the Respondent address this as part of its workplan in the Qualifications Statement, or is this intended to be part of the Scope of Services in Section 2?

Answer: The statement regarding “detailed plans for operations, funding sources, staffing, and services offered” refers to the type of work that may be included in the final deliverables of the study if findings support the development of a new response model. It is not a requirement for the Qualifications Statement. Respondents are not expected to submit operational plans, staffing proposals, or funding models in their response. Instead, they should demonstrate their capability and prior experience in developing such recommendations for local governments or public agencies. This planning work will occur during the execution of the study, in coordination with the City, as described in the Scope of Services.

Question 10: How many copies of the Qualification Statement should be submitted? Does the City also wish to have an electronic copy with the hard copies?

Answer: You will need only **one Hard copy** of the Qualification Statement submitted.

Bidder Acknowledgement:

Bidder Name (Print):_____

Bidder Signature:_____

Date of Signature:_____