



Florence County Government
Procurement Department

September 21, 2016

**ADDENDUM NO.1- CONSULTANT SERVICES-COUNTY DISPATCH OPERATIONS AND STAFFING
ANALYSIS
(RFQ NO. 09-16/17)**

Five questions are addressed in this Addendum. The answers are highlighted in **BOLD RED** and **UNDERLINED**.

1. Do you have an Organizational Chart to go along with this RFQ?

Answer: Please see the attached Organizational Chart.

2. How will the RFQ be graded and what is the weight of each criteria?

Answer: The RFQ will be graded by percent the weight for each criteria is listed below:

- 1. Experience in consulting services on similar projects in size and scope. 25%**
- 2. Evidence of relevant experience of lead consultant and other staff to be assigned to project. 20%**
- 3. Evidence of ability of consultant team to implement and complete project within an assigned time. 20%**
- 4. References on five (5) similar projects. 20%**
- 5. Responsiveness of statement of qualifications. 5%**
- 6. Fee for study. 10%**

3. What is the timeline for this project?

Answer: Award project on October 20, 2016, execute the contract and begin project by October 28, 2016, and project due on December 30, 2016 (10 weeks from award including the Thanksgiving and Christmas Holidays).

4. Will a budgetary range for this project be given?

Answer: No budget will be given for this project.

5. On page one (1) under Scope of Work the first bullet uses the word "Obtain" should it be Contain?

Answer: The word on the first bullet should be Contain.

6. The RFQ #09-16/17 has been changed to a RFP Request for Proposal with (2) two Phases.

Phase I Staffing

- **Obtain a comprehensive review of Central Dispatch to provide analysis and insight to support and improve operational effectiveness**
- **Present recommendations and metrics to evaluate and improve the performance of the Central Dispatch staff**
- **Evaluate business processes in an effort to identify potential opportunities for improvement in time**
- **Examine Central Dispatch's current recruiting process and determine whether the current process provides adequate opportunity to attract the best applicants**
- **Provide suggestions regarding the recruiting process to achieve better results and identify opportunities to gain efficiencies within the process without compromising the integrity of the process**
- **Review employee retention to determine why employees stay and why they leave County employment**
- **Examine the training of new hires and on-going training programs for their impact on scheduling and shifts**
- **Evaluate on-duty training models**
- **Evaluate current staffing plans to ensure the following:**
 - **Personnel are assigned to provide maximum coverage**
 - **Evaluate current supervisor to employee ratios**
 - **Make recommendations regarding shifts, hours and time off**
 - **Determine whether staffing assignments are consistent with workload demands**
 - **Determine whether additional staffing is needed**

Phase II

- **Examine and evaluate more efficient ways to utilize CAD, GIS and other software to facilitate more efficient processing of calls**
- **Review plans and scope of current 911/EOC building project to ensure the dispatch center meets the current needs of Florence County**
- **Review and evaluate existing responder radio operational procedures to develop standards for radio discipline, collaboration, and agency interoperability**
- **Develop a training program for Central Dispatch and responders to cover nationally accepted best practices**
- **Review agency specific radio assignments to increase efficiency of responders and to reduce confusion and dispatch involvement in relaying messages**

7. All proposals shall include a lump sum fee cost and a break down cost for Phase I and Phase II.

YOU MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING BELOW AND SUBMITTING IT WITH YOUR PROPOSAL.

I have read and acknowledged pages 1, 2 and 3 of this addendum for RFQ No. 09-16/17.

_____	_____	_____
Authorized Signature	Printed Name	Date

Company Name: _____

