

Addendum # 1
RFP 27-26-PW – Daytime, After-Hours and Continuity of Service Dispatch Services
Answers to Questions

Question 1

How are fees currently being billed by any incumbent(s), by category, and at what rates?

Response 1

Flat fees per year.

Question 2

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Response 2

\$86,815 a year

Question 3

Is previous experience with any specific customer information systems, phone systems, or software required?

Response 3

No, previous experience is not required but is preferred.

Question 4

What is the minimum required total call capacity?

Response 4

Please see RFP, Purpose of Request.

Question 5

What is the minimum simultaneous inbound call capacity?

Response 5

Please see RFP, Scope of Services, section 5.

Question 6

What is the maximum wait time?

Response 6

Please see RFP, Scope of Services, section 4 for more information; maximum wait time is not specified but an alternate greeting should be offered while on hold. We would hope that sufficient staff will be hired and trained to assure that the City's service requirements are met.

Question 7

What is the maximum hold time?

Response 7

Please see RFP, Scope of Services, section 4 for more information; maximum wait time is not specified but an alternate greeting should be offered while on hold. We would hope that sufficient staff will be hired and trained to assure that the City's service requirements are met.

Question 8

What percentage of inbound calls must be answered by a live operator?

Response 8

Please see RFP, Scope of Services, section 7 for more information.

Question 9

What percentage of calls must be resolved without a transfer, second call, or a return call?

Response 9

This information is not specified by the City but customer service is a high priority for the City.

Question 10

What is the maximum percentage of calls that can be terminated by the caller without resolution?

Response 10

This information is not specified by the City but customer service is a high priority for the City.

Question 11

Is there a minimum or maximum number of operators and supervisors?

Response 11

This information is not specified by the City of Kirkland but customer service is a high priority for the City and calls must be answered by the third ring. Please see RFP, Scope of Services, section 10.

Question 12

What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?

Response 12

Please see RFP, Scope of Services. Customer service is a high priority for the City.

Question 13

What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)?

Response 13

Please see RFP, Scope of Services. Customer service is a high priority for the City.

Question 14

Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

Response 14

Please see RFP, Scope of Services, section 7 for more information.

Question 15

What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

Response 15

Please see RFP, Scope of Services, section 12. The audio of the phone calls is not required to be recorded, but a log must be maintained.

Question 16

What are the recording and storage requirements for non-phone communications?

Response 16

Please see RFP, Scope of Services, section 12.

Question 17

What is the current number of seats for operators and supervisors at your existing call center?

Response 17

This information is not available, but customer service is a high priority for the City and calls must be answered by the third ring. Please see RFP, Scope of Services, section 10.

Question 18

What is the current average wait time for phone calls?

Response 18

This information is not available, but customer service is a high priority for the City and calls must be answered by the third ring. Please see RFP, Scope of Services, section 10.

Question 19

What is the current average handle time for phone calls and other types of communications?

Response 19

This information is not available.

Question 20

What is the current average after-call work time for operators?

Response 20

This information is not available.

Question 21

What time of day, days of the week, or times of the year do calls typically peak?

Response 21

Most calls generally occur weekdays between 9am to 3pm. Call volumes peak during inclement weather.

Question 22

Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Response 22

Please see RFP, pages 2, 7 and 8 for submittal instructions. All proposals are due by 4:00 PM Pacific Time on Friday, July 31, 2026.

Question 23

If there was a previous solicitation for these services, what was its title, number, release date, and due date?

Response 23

The previous solicitation for these services was posted on June 29, 2023 as RFP 29-23-PW "Daytime, After-Hours and Continuity of Service Dispatch Services" and due July 24, 2023.

Question 24

When is the anticipated go-live date?

Response 24

The anticipated go-live date is October 1, 2026.

Question 25

When is the anticipated contract start date?

Response 25

The anticipated contract start date is October 1, 2026.

Question 26

Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

Response 26

Please see RFP, page 7, Rate and Service Structure and page 13, Compensation. City does not have a preference for how bidders quote fees. However, the fee structure submitted must be comprehensive so the City can accurately project all fees for the service that would be charged.

Question 27

Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Response 27

We are satisfied with the current vendor.

Question 28

Please provide historical call volume by month, hour of day, day of week, call type, after-hours versus daytime, and emergency versus non-emergency for the past two to three years, if available.

Response 28

The City does not have direct access to this information.

Question 29

Should continuity-of-service coverage be priced as an included service, an optional activation service, or a separate hourly/event-based line item?

Response 29

Please see RFP, page 7, Rate and Service Structure and page 13, Compensation. City does not have a preference for how bidders quote fees. However, the fee structure submitted must be comprehensive so the City can accurately project all fees for the service that would be charged.

Question 30

Does the City require dedicated agents assigned exclusively to the City of Kirkland during the stated service hours, or may the selected vendor use a shared-staffing model so long as all call-answering, escalation, and reporting requirements are met?

Response 30

Please see RFP, Scope of Services. Customer service is a high priority for the City.

Question 31

For pricing purposes, should vendors assume routine recurring coverage only during the after-hours/weekend/holiday schedule, or should weekday daytime coverage from 6:30 AM to 3:00 PM also be included in the base price?

Response 31

Please see RFP, page 7, Rate and Service Structure and page 13, Compensation. City does not have a preference for how bidders quote fees. However, the fee structure submitted must be comprehensive so the City can accurately project all fees for the service that would be charged.

Question 32

Please clarify what the City means by “daytime” dispatch services: routine weekday business-hour answering, overflow support, emergency activation support, continuity-of-service support, or another service model?

Response 32

Please see RFP, Scope of Services, section 9.

Question 33

The RFP states annual volume of 500 to 3,000 calls plus non-emergency utility locates. How many non-emergency utility locate calls or requests should vendors assume annually and monthly?

Response 33

 *City does not have an exact answer to this question, as these calls do not need to be processed with the same attention protocol as the calls that this RFP is intended for.*

Question 34

Does the City have historical or expected average handle time, average after-call work time, average escalation time, and average number of outbound contacts required per incident?

Response 34

This information is not available.

Question 35

For Lucity/CentralSquare Asset Management integration, does the City require real-time API integration, direct system access/manual entry, email-to-ticket creation, portal-based entry, batch upload, or another integration method?

Response 35

Please see RFP, Scope of Services, section 2. The Lucity/Central Square Asset Management integration must systematically push data to Lucity not via manual entry. An API integration is preferred.

Question 36

Does the City prefer a specific pricing structure, such as monthly fixed fee, per-call fee, per-minute fee, time-and-materials, not-to-exceed amount, activation fee, or hybrid pricing model?

Response 36

Please see RFP, page 7, Rate and Service Structure and page 13, Compensation. City does not have a preference for how bidders quote fees. However, the fee structure submitted must be comprehensive so the City can accurately project all fees for the service that would be charged.

Question 37

How will price be evaluated? Will pricing be scored separately, considered as part of overall best value, or evaluated only after technical scoring?

Response 37

Price is not included in the scoring of this RFP.

Question 38

Are formal service levels required beyond the stated expectation that calls should be answered by the third ring? If yes, please provide the required SLA metrics, measurement periods, reporting expectations, and any remedies or penalties.

Response 38

Please see RFP, Scope of Services. Customer service is a high priority for the City.

Question 39

Will the City provide the selected vendor with the necessary Lucity/CentralSquare access, API documentation, test environment, credentials, and City IT support required for implementation?

Response 39

Yes, the City of Kirkland will provide access and IT support for the setup of the integration. An API integration is preferred.

Question 40

Is the City willing to accept a one-time implementation/setup fee in addition to monthly or usage-based service fees, particularly for configuration, testing, training, and Lucity/CentralSquare integration?

Response 40

Please see RFP, page 7, Rate and Service Structure and page 13, Compensation. City does not have a preference for how bidders quote fees. However, the fee structure submitted must be comprehensive so the City can accurately project all fees for the service that would be charged.

Question 41

Does the City require the vendor to provide the mass-notification platform, or may the vendor support mass notifications using an existing City system, City-approved tool, or mutually agreed process?

Response 41

Please see RFP, Scope of Services, section 7 for more information. The Public Works department at the City does not have another existing system.

Question 42

The IT Cloud Vendor Security Agreement references high-level security certifications such as FedRAMP as an example. Is FedRAMP, SOC 2, ISO 27001, or any other certification required, preferred, or optional?

Response 42

A security certification is preferred. The Security Agreement outlines a second option of security best practices that can be agreed to, instead.

Question 43

Are there any peak call times or days for this county's calls?

Response 43

Most calls generally occur weekdays between 9am to 3pm. Call volumes for the City peak during inclement weather.

Question 44

What is the average call length or expected handle time per call?

Response 44

This information is not available.

Question 45

Is there an expected response time for these calls (e.g., must be answered within X minutes)?

Response 45

Please see RFP, Scope of Services, section 7 for more information.

Question 46

Are there Quality Audits or compliance review expectations for these calls, and who is responsible for that process?

Response 46

Yes, Management Analyst Van Sheth will be the contact for quality audits or compliance reviews.

Question 47

Who is the current vendor and why are you looking for a new vendor?

Response 47

The current vendor is Daupler, and the current contract will be reaching its expiration date.

Question 48

Were there any deficiencies with current vendor performance?

Response 48

No, the City is generally satisfied with our current service and doesn't have any significant improvements to suggest at this time.

Question 49

What is the monthly invoice cost currently charged by vendor?

Response 49

Our current vendor charges per year. The average monthly total would be around \$7200.

Question 50

What was the total value of the current contract?

Response 50

\$260,445.

Question 51

Is there a minimum or maximum number of agents required at any time?

Response 51

This information is not specified by the City of Kirkland but customer service is a high priority for the City and calls must be answered by the third ring. Please see RFP, Scope of Services, section 10.

Question 52

What vendor solution is currently used?

Response 52

Daupler RMS, 24/7 Answering, and Notify are currently in the City's contract.

Question 53

What vendor solution do you recommend for integration?

Response 53

Please see RFP, Scope of Services, section 2 for more information. Vendor's solution must have the capability to integrate with Lucy.

Question 54

May the calls go to voicemail?

Response 54

Please see RFP, Scope of Services, section 5.

Question 55

What is the monthly budget for this service?

Response 55

The monthly budget for this service matches the current contract.

Question 56

What are the specific technical requirements or API endpoints needed to successfully integrate our dispatch solution with the City's Lucy (Central Square Asset Management) system?

Response 56

Vendor will need to POST request to the Lucy Work Request module REST endpoint.

Question 57

Section 2 - can you confirm you would like us to integrate with Lucy via API instead of accessing Lucy directly (using login credentials)? If direct access, please confirm the technical requirements for access.

Response 57

Please see RFP, Scope of Services, section 2. Yes, an API integration is preferred.

Question 58

How are historical call volume data distributed between emergency calls, non-emergency calls, and non-emergency utility locates within the estimated 500 to 3,000 annual calls?
i.e. 50% of calls are emergencies

Response 58

This information is not available.

Question 59

Can you provide historical call volumes broken down by month?

Response 59

The City does not have direct access to this information.

Question 60

Can you please provide the average handle time for emergency and non-emergency calls?

Response 60

This information is not available.

Question 61

Can you please clarify: "Vendor's solution must have the ability to create multiple "call groups," such that the City staff may use a one-button "push" to call/text multiple crews at any given time." Do you want access to the vendors virtual call center system?

Response 61

Please see RFP, Scope of Services, section 6. The Vendor's solution must provide the capability to create multiple call groups (divisions for example), allowing City staff to contact designated crews or groups via voice call using a single-button action.

Question 62

Do you want on call staff to confirm receipt of messages via 2-way SMS or would you like a phone call placed to confirm receipt?

Response 62

Please see RFP, Scope of Services, section 13. Primary contact is by texting.

Question 63

Are there any specific map formats or geographic information system (GIS) platforms that our system must integrate with to perform the required emergency and maintenance mass notifications?

Response 63

Please see RFP, Scope of Services, section 17. City's GIS platform is preferred.

Question 64

Does the City require the criminal background checks for vendors?

Response 64

No.

Question 65

Can you clarify if the 25-page maximum limit includes or excludes the letter of introduction, team resumes, and fee structures?

Response 65

Fee structures should be included in the 25-page maximum limit. The letter of introduction and team resumes can be excluded from the page limit.

Question 66

Is there an incumbent? If so, who? Have they taken the contract full term?

Response 66

The current vendor is Daupler, and the current contract expiration date is October 1, 2026.

Question 67

Is there anything you are looking to improve from your current service?

Response 67

No, the City is generally satisfied with our current service and doesn't have any significant improvements to suggest at this time.

Question 68

Why has this bid been released at this time?

Response 68

The current contract expiration date is October 1, 2026.

Question 69

Who is the incumbent, and how long has the incumbent been providing the requested services?

Response 69

The current vendor is Daupler which has been providing this service to the City for approximately four years.

Question 70

Has the current contract gone full term?

Response 70

The current contract expiration date is October 1, 2026.

Question 71

Have all options to extend the current contract been exercised?

Response 71

Yes, options to extend the contract have been exercised.

Question 72

Please describe your level of satisfaction with your current or recent vendor(s).

Response 72

We are satisfied with the current vendor.

Question 73

How are fees currently being billed by any incumbent(s), by category, and at what rates?

Response 73

See response 1.

Question 74

What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? What is the budget for this RFP?

Response 74

See response 2.

Question 75

What is the minimum required total call capacity?

Response 75

Please see RFP, Purpose of Request.

Question 76

What is the minimum simultaneous inbound call capacity?

Response 76

Please see RFP, Scope of Services, section 5.

Question 77

What percentage of inbound calls must be answered by a live operator?

Response 77

Please see RFP, Scope of Services, section 7 for more information.

Question 78

What percentage of calls must be resolved without a transfer, second call, or a return call?

Response 78

This information is not specified by the City but customer service is a high priority for the City.

Question 79

Is there a minimum or maximum number of operators and supervisors?

Response 79

This information is not specified by the City of Kirkland but customer service is a high priority for the City and calls must be answered by the third ring. Please see RFP, Scope of Services, section 10.

Question 80

Are there any language requirements?

Response 80

This information is not specified by the City but customer service is a high priority for the City.

Question 81

What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?

Response 81

Please see RFP, Scope of Services. Customer service is a high priority for the City.

Question 82

What is the current average wait time for phone calls?

Response 82

This information is not available, but customer service is a high priority for the City and calls must be answered by the third ring. Please see RFP, Scope of Services, section 10.

Question 83

What is the current average handle time for phone calls and other types of communications?

Response 83

This information is not available.

Question 84

What is the current average after-call work time for operators?

Response 84

This information is not available.

Question 85

What time of day, days of the week, or times of the year do calls typically peak?

Response 85

Most calls generally occur weekdays between 9am to 3pm. Call volumes peak during inclement weather.

Question 86

Average number of calls received in a month?

Response 86

The City does not have direct access to this information.

Question 87

Are there any performance improvements you would like to see made?

Response 87

We are satisfied with the current vendor.

Question 88

Please confirm the hours of operation. Page 5 of the RFP is not clear.

Response 88

The Public Works Maintenance Center's hours of operation are 6:30 A.M. to 3:00 P.M. Monday through Friday.

Question 89

Does the City prefer a solution with native Lucity integration, or will equivalent integration through APIs, middleware, or managed workflows be evaluated equally?

Response 89

Please see RFP, Scope of Services, section 2. API integration is preferred.

Question 90

Is the City's primary objective to acquire a technology platform, a fully managed dispatch service, or a combination of technology and operational support?

Response 90

Please see RFP, Scope of Services.

Question 91

Beyond Lucity, are there other City systems that offerors should expect to interface with as part of the proposed solution?

Response 91

Please see RFP, Scope of Services, section 17. Interfacing with City's GIS platform may be involved.

Question 92

Is the City looking to improve internal dispatch operations, or does it also envision expanded citizen self-service capabilities such as mobile/web reporting, status updates, and digital engagement?

Response 92

Please see RFP, Scope of Services for current requirements.

Question 93

Does the City prefer automated workflow and notification capabilities that reduce manual dispatch effort, or is the emphasis primarily on live operator-driven service delivery?

Response 93

Please see RFP, Scope of Services.

Question 94

Is the City seeking a long-term technology modernization initiative that can expand over time, or a focused solution that addresses the current dispatch and continuity-of-service requirements?

Response 94

Please see RFP, Scope of Services for current requirements.

Question 95

In reference to item 2 of the required technical capabilities, the City requires the ability to create service requests and to push data to Lucity. Is this integration required to be live and operational on a specific timeline? Additionally, will the City give preference to Vendors with proof of successful Lucity integration with another municipality?

Response 95

Please see RFP, Scope of Services, section 2 and Selection Criteria for more information. Vendor's solution must have the capability to integrate with Lucity and will be implemented on a mutually agreed on date.

Question 96

In reference to item 4 of the required technical capabilities, is it required or the City's preference that the Vendor be able to identify a developing incident (such as a water main break) and trigger this messaging automatically on behalf of the City?

Response 96

Identifying a developing incident and triggering a message is a City's preference.

Question 97

In reference to item 6 of the required technical capabilities, it is required that this call-group and skill-based team functionality be performed and maintained within a software interface that the City can configure directly rather than static lists maintained manually by a Vendor?

Response 97

Call-group and skill-based team functionality performed and maintained within a software is the City's preference but not required.

Question 98

In reference to the hours of operation outlines in item 9, this requirement specifies service during normal business hours, 6:30 a.m. to 3:00 p.m. Monday through Friday, in addition to after-hours, weekends, holidays, and call-overflow situations. Please confirm that the vendor should be prepared to provide services 24 hours per day, 365 days per year and the timeframe the vendor has to prepare for overflow situations. Additionally, is the estimated annual call volume of 500-3,000 inclusive of daytime calls, and does the separate reference to "non-emergency utility locates" represent volume in addition to that range?

Response 98

Please see RFP, Purpose of Request and Scope of Services, section 9.

Question 99

In reference to the call types outlined in item 11, does the City prefer or require that the Vendor have past experience handling calls of this nature and demonstrated expertise categorizing and accurately triaging calls?

Response 99

Please see RFP, Selection Criteria for more information.

Question 100

Item 12 specifies that the City must be able to report on the type and quantity of calls over any given period. Is it required that City staff have direct, real-time, self-service access to the logging and reporting system (for example, a live dashboard), as opposed to receiving periodic reports generated by the vendor?

Response 100

Please see RFP, Scope of Services, section 12. Real-time is preferred.

Question 101

Item 13 states that primary contact with I will on-call personnel be made by texting the pertinent information. Is it required that the on-call crew member acknowledge receipt of the notification? If so, is it required that the acknowledgement be captured and visible within a user interface for documentation and audit purposes?

Response 101

Please see RFP, Scope of Services, section 13. Responses need to be logged.

Question 102

Also in reference to item 13, if the initial on-call personnel does not acknowledge receipt of the information, should additional or backup personnel be contacted automatically? If so, is it required that this escalation process take place automatically within software rather than by manual operator redial?

Response 102

The City prefers to have the escalation process take place automatically within the software.

Question 103

Will the City accept digital signatures on any required forms or will 'wet' signatures be required for the digital submission?

Response 103

The City accepts electronic signatures on all forms.