

Request for Proposals (RFP) Addendum

ADDENDUM DATE ADVERTISED:

ORIGINAL DATE ADVERTISED:

Title: **KING COUNTY EMS TELEPHONE REFERRAL PROGRAM**

Number: **2023EMS511RFP**

Due Date: No later than January 22, 2024

Contact: Kishan Scipio, cpres-EMS@kingcounty.gov

This Addendum provides the following clarifications and additional information about the referenced solicitation.

1. Q. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

A. *There are no additional requirements then what is stated in the RFP. Vendors may include additional information in their proposals to support their efforts. Our expectations is that this RFP will follow the King County RFP process in selecting winning proposals.*

2. Q. 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?

A. *Attached to the RFP is a budget document. Vendors may include additional budget documents of their choice, justifying their estimated costs for the program as part of their proposal.*

3. Q. Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.

A. *This service supports low-acuity 9-1-1 calls received by three regional communication centers. The vendor shall intake all inbound calls from these communication centers that meet the regional criteria-based dispatch guidelines for nurse line.*

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

A. *No specific experience is required, Proposers must demonstrate their ability to do the work.*

5. Q. What is the minimum required total call capacity?

A. *This service supports low-acuity 9-1-1 calls received by regional communication centers that do not require an EMS response. As a result, calls received are variable. The vendor shall be available 24/7/365 to receive calls.*

6. Q. What is the minimum simultaneous inbound call capacity?

A. *This service supports low-acuity 9-1-1 calls received by regional communication centers that do not require an EMS response. As a result, calls received are variable. The vendor shall be available 24/7/365*

This Addendum will be provided in alternative formats upon request.

to receive calls.

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

A. *Regional communication centers are independent entities and do not fall under King County government structure. Workforce is constantly changing but an estimate of 200 operators and supervisors.*

All other terms of Request for Proposals (RFP) 2023EMS511RFP remain unchanged.