From: Priscilla Mason
Purchasing Agent of Record

CLARK COUNTY

RFP #940
INTERACTIVE CALL HANDLING SYSTEM for NON-EMERGENCY PUBLIC SAFETY CALLS
QUESTIONS and ANSWERS
UPDATED: OCTOBER 24, 2025

	QUESTION	ANSWER
1.	The RFP states," The estimated contract value is $160,000." Is that an annual amount or the 5-year total?	This is an estimated annual contract amount.
2.	Do you require any custom integrations or APIs?	As stated in the RFP section IA, General Information under section 1. Introduction and section 3. Scope of Project, the system requires an API or Over the Top Solution in order to share data with our Computer Aided Dispatch and create an event.
3.	Do you need Wi-Fi-based phones or remote user configurations?	We do not require wi-fi-based phones. If the second part of the question refers to the ability to access the system from a remote location, then yes we do.
4.	As recordings are required, are recordings to be always-on, on-demand, or user-controlled?	We would assume the system would always be recording and accessible.
5.	For how many users will the recording be required?	We could have up to 100 users potentially having access to the system and all should be able to retrieve the recordings.
6.	Are there any compliance, privacy, or data-security requirements (e.g., HIPAA, HUD, or other standards) applicable to recordings or communications?	Some of those requirements exist but the agency would manage those on the back end. However, if the system has the ability to redact, or learn to redact those compliance standards, we would consider that advantageous.
7.	What are the key performance indicators (KPIs) for measuring the success of the implemented solution?	CRESA will consider the following KPI's when measuring the success of the implementation: • 1. **Call Processing Efficiency**: - Average time taken to process non-emergency calls. • 2. **Customer Satisfaction**: - Caller satisfaction rating (could be measured through post-call surveys).

		- Percentage of non-emergency calls correctly identified as non-emergency. - Percentage of emergency calls successfully redirected within a specified timeframe. • 4. **System Usability**: - User satisfaction for the administrative interface (from internal CRESA personnel). - Average time taken for administrative users to modify call flows. • 5. **Compliance and Data Retention**: - Percentage adherence to records retention policies (i.e., proportion of calls automatically deleted after the retention period). - Instances of non-compliance related to call recordings and data handling. • 6. **Integration Effectiveness**: - Number of successful API integrations with other systems (e.g., CAD or OTT solutions). - Downtime or latency experienced during integrations. • 7. **System Reliability**: - Average uptime percentage of the ICH system. - Frequency and duration of system outages or errors impacting call handling. • 8. **Training and User Adoption**: - Percentage of CRESA personnel who completed training sessions. - Pre-training vs. post-training performance metrics (e.g., speed of handling calls). • 9. **Support and Maintenance**: - Average response time to support requests after implementation. - Percentage of support requests resolved within the SLA. • 10. **Feedback and Continuous Improvement**: - Number of improvements or changes made to the system based on user feedback. - Frequency of system updates or enhancements made post-deployment.
8.	Are there any additional features or functionalities the Authority desires in the solution?	All of the features and system functionality are described in the RFP.

9.	Is CRESA planning to handle requests differently depending on the "partner agency"? How many different agencies will need to be set up in the system?	Depending upon the request, the call may be handled differently if it is intended for a specific agency depending upon call type. In that case their could be up to 34 agencies needing to be in the system.
10.	The request says, "*Text back feature to caller to inform them their call has been addressed."* What is the point in the workflow of sending this SMS back to the caller?	Once the call has been completed, the system should have the ability to send a text message to the caller with either, additional information (i.e, web link or phone number, etc.,) or that their call was received and has been documented.