



CLARK COUNTY

RFP #940

INTERACTIVE CALL HANDLING SYSTEM for NON-EMERGENCY PUBLIC SAFETY CALLS

QUESTIONS and ANSWERS

UPDATED: OCTOBER 27, 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).

- **3. Emergency Call Handling Accuracy:**
 - 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.
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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, “ <i>Text back feature to caller to inform them their call has been addressed.</i> ” 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.
11.	Would an AI-powered virtual agent handling first-tier non-emergency calls align with your operational model, or shall all calls initially go to live agents?	CRESA’s desire is to have an ICH that utilizes an AI driven agent and AI powered call flow bypassing the need for live agent’s except in the circumstance of the call initiating or developing in to an emergency call.
12.	How does CRESA envision AI-powered natural language processing being used? For example, intent recognition or sentiment detection?	The AI language used in the system needs to be both intent recognition and sentiment detection. Callers will need to be directed to certain locations but the system will also need to be able to detect tone to help determine if an emergency exists or other factors.
13.	Are there expectations for FedRamp, SOC 2, or similar security certifications for vendor-hosted data environments?	There is no requirement or expectation for the vendor to have these security certifications
14.	What level of redundancy, business continuity, and uptime is required for this cloud-based system?	An Active-Active or Active-Passive redundancy would be desired. There should be a method of fail over to a back up solution should the primary solution fail. As non-emergency calls are 40% of our call volume and 5% to 7% still fall under the emergency call type, we would expect an uptime of 99% or the 5 9’s.
15.	Does the County require direct integration with CAD or RMS systems, or will this solution serve as a standalone non-emergency platform?	We require an API or OTT solution for sharing data with CAD in order to create an event.
16.	What level of administrative control is expected? For example, should staff be able to modify call flows via drag and drop capabilities without vendor support?	CRESA desires administrative function that is easy to use and requires minimal training in order for administrative staff to modify call flows, call type prompts and language, and create new call types if necessary, without vendor support.
17.	What types of dashboards or analytics are most important to supervisors? Examples, call volume trends, handle time, transfer rate?	Call volume, handle time, types of calls being handled, errors in the system, calls transferred to agents, and the ability for staff to interact with the dashboard directly to provide feedback to enhance the system.

18.	Please provide more context and or use case on this requirement, "Geo-fencing capability to allow for geolocation validation and provide a dispatchable location"	The system should have the ability to take caller-provided addresses, businesses, intersections, and roads and augment them with secondary questions, e.g., direction of travel, nearest mile marker, to find actionable locations. It should also be able to leverage geo-validated locations to perform specific actions based on that location, e.g., qualifying callers for online reporting or routing callers to the correct location for help, whether that be a link to a form or a number to call. We want the system to be able to use our agency's GIS data to ensure the correct geographic data is being used to validate locations versus generic mapping data.
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