Black Hawk County Consolidated Public Safety Communications Center Board (Board)  
Request for Proposals (RFP) Process  
Operations Consultant Selection  
Vendor Questions and Board Responses

Questions due from Prospective Vendors on/by: 1:00 PM CST on May 3, 2021.  
Board Responses Must be Posted by: 5:00 PM CST on May 14, 2021.  
Vendor Proposals are Due to INRCOG by: 1:00 PM CST on June 14, 2021.

1. How many phone calls and calls for service does the center process annually?
   
   **Board Response:** The total number of phone calls received in 2020 was 233,750, of which 59,169 were 911 calls and 174,581 were Non-Emergency calls. The total calls for service in 2020 was 99,270.

2. What is the budget for this project?
   
   **Board Response:** The County Communications Center Board has not established a budget at this point. It intends to utilize the scoring criteria, one of which is cost, to make a vendor selection and ultimately assemble and consider a final budget.

3. Would an electronic proposal submittal be possible in order to save paper and expense?
   
   **Board Response:** No. We prefer vendors provide both paper and electronic versions of their proposals, so paper copies do not have to made by the County.

4. Will remote proposal interviews be possible?
   
   **Board Response:** No. We are planning to conduct vendor interviews in-person.

Posted on the INRCOG Website ([www.inrcog.org](http://www.inrcog.org)) on May 12, 2021.