



New Mexico
Department of Public Safety

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ADDENDUM 2

RFP 23-79000-4000-00003 Emergency Medical Dispatch Protocol Software System

June 16, 2023

This Addendum consists of the submitted questions and provided answers. Please note the answers are in *red, bold, italicized font*.

1. Question: What is the total number of people that will require training for this RFP?
Answer: There are 78 staff currently. This number is subject to change.
2. Question: Under normal operations, how many concurrent users would use the software solution during peak hours?
Answer: Users should include operators, supervisors, and Q/A techs. The greatest number of users would be 16 workstations and 2 QA positions. In the future, DPS is planning to add 3 additional workstations. Under normal circumstances it would not be more than 10-12 workstations.
3. Question: Should all three disciplines be quoted?
Answer: The goal of this RFP is to obtain an Emergency Medical Dispatch protocol system. Other quotes may be put in as optional, but will not be part of the scoring.
4. Question: How many operators would need EMD reciprocity?
Answer: All dispatchers need to be trained, and to maintain training.
5. Question: How many total workstations would require installations of software?
Answer: Currently 18 workstations require installations, including 2 QA stations, with an additional 3 in the near future
6. Question: Does the agency require the certification of any in-house instructors?
Answer: DPS will work with the vendor to ensure that their trainings are certified in New Mexico.

ADDENDUM 2, Continued

Include this signed and dated Addendum and Acknowledgement with your Proposal. Acknowledgment not signed, dated and included with the RFP Proposal, may deem the Proposal submission as non-responsive, and the proposal may be rejected.

Thank you for your interest in the New Mexico Department of Public Safety solicitations.



Marilee P. Gallacher, SPSM, CPO
Chief Procurement Officer

**RFP 23-79000-4000-00003
Emergency Medical Dispatch Protocol Software System**

ADDENDUM #2 ACKNOWLEDGEMENT:

Business Name

Authorized Signature

Date