Park City Municipal Corporation

Emergency Mass Notification System Request for Proposal (RFP) Addendum

The following Questions have been asked by potential vendors and are made available to all interested parties as an Addendum to the RFP. This list will be updated as needed. The City's answers are in blue.

o   If IPAWS noted on page two is a requirement we will have to pass.

> Purely your call on whether you wish you submit a proposal or not. The RFP does allow for you to offer options as follows:

>> "Proposals will be evaluated on the criteria listed below. Proposals shall be limited to twenty (20) pages. Your proposal should outline in detail how you meet, use alternate methodologies, and/or are unable to meet each criterion below. Proposals must be valid for a minimum of 90 days."

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☐   Can you please tell me if these items are deal breakers.

17. The system should allow for unique caller-id and sender e-mail for each department utilizing the system.

Answer: we can only configure IDs and from addresses on a per company basis. They would have to have separate companies to accomplish this task. Typically, we do not configure Caller IDs for NXT because it is usually the callback number so that the contact can call back into the system to receive the message if he received it via answering machine. Usually, this requirement is for mapping because of public notification. It would be the same requirement though – multiple databases.

20. The service must include the ability for designated users to create and send messages via iPhone and Android App. iPhone and Android App must also support the ability to track results of messages.

Answer: We have plans to add an official app in the future but currently do not meet this requirement.

> There are no deal breakers. We took everyone's wish list and put them in the criteria and put it in the RFP knowing that probably no one could meet them all. As it says in the RFP:

> "Proposals will be evaluated on the criteria listed below. Proposals shall be limited to twenty (20) pages. Your proposal should outline in detail how you meet, use alternate methodologies, and/or are unable to meet each criterion below. (underline emphasis added) Proposals must be valid for a minimum of 90 days."

> What you outlined above on those two items are what we would expect in a proposal. We will be looking at the total proposal not just one or two items, so I encourage you to continue on and submit a proposal.

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- Who is the current vendor?
  > Airbus DS Communications
- Please detail the system usage over the last 12 months (e.g., number of notifications, minutes used, etc.).
  > Eleven notifications, several internal test notifications utilizing static lists and our own phone lines. Smaller geographic areas used our own phone lines and larger used "Mass Call" for approximately 11,000 minutes.
- What is the annual cost of the current system?
  > The existing system is hardware and software which had an initial purchase price. Current support for the system and all options is $11,500
- What is the amount budgeted for this project?
  > Current FY16 budget for the existing system is $13,000. Since we do not know what bid amounts we might receive and what system we will chose, we have access to some additional funding in other accounts until the next budget cycle.
- If a prospective bidder utilizes third parties for completing the RFP requirements, must copies of the bidder's signed service level agreements (SLAs) with those third parties be submitted within the proposal response?
  > Yes, we would like to know what third parties are used by the system to provide the service.
- Regarding RFP p. 3, Item 11, does the City require a seamless, single launch process for GIS, staff, and IPAWS notifications involved with a single event?
  > While a seamless, single process is preferred, other options or methodologies may be considered, please explain if this is the case.
- Regarding RFP p. 3, Item 13, the City states that the system shall " be compatible and compliant with the Integrated Public Awareness Warning System (IPAWS/ Wireless Emergency Alerts (WEA)." To clarify, are all five (5) of the alerting protocols, as recognized by FEMA, required (e.g., WEA, EAS, NWEM, COG to COG, and the public alerts feed)?
  > While the preference is for all five protocols, WEA is a priority, though all options may be considered, please explain if this is the case.
- Does the proposed solution need to be verifiably tested by IPAWS?
- FEMA recommends that COGs test and simulate IPAWS launches regularly through the Joint Interoperability Test Command (JITC) by using an assigned Test COG Credential. Is it a requirement that the selected IPAWS origination tool vendor participate with FEMA to provide the JITC testing capability ?

  > Preferred but not required, please explain capabilities or if you are unable to meet this criteria.

- Regarding RFP p. 4, Item 20, does the City also require a mobile application to communicate directly with residents and visitors?
  > Preferred but not required, please explain capabilities or if you are unable to meet this criteria.

- RFP p. 4, Item 23, does the City require an automatic, native translation feature for converting English into the recipient's preferred language for voice, text, and email messages?
  - Not required, please explain capabilities or if you are unable to meet this criteria.
- Regarding RFP p. 5, Item 31, does the City also require on-the-fly message throttling that allows City users to ensure calls do not overload the phone infrastructure?
  - Throttling is a desired feature, but a proposal that included a solution that limited overload would be considered e.g., physical network separation/containment.
- Regarding RFP p. 9, Item 4 (C), does the City require the vendor to disclose if they are currently seeking new investment funds or are in the process of changing the filing status of their business?
  - As stated in the Agreement, the service provider shall make available all such books, records, documents, statements, reports, data, information, and other material with respect to matters covered, directly or indirectly, by this Agreement. The Service Provider shall permit the City or its designated authorized representative to audit and inspect other data relating to all matters covered by this Agreement.
- Regarding RFP p. 11, Item 8 (A) and 8 (B), will the City accept general liability insurance combined with umbrella coverage?
  - Yes
- Regarding RFP p. 12, Item 10 (B) the City states, "unless otherwise exempt, the Service Provider is required to have a valid Park City Business License." To clarify, what are these exemptions?
  - These are state exemptions such as for state contractors. Information about Park City business licenses can be found here:
  - http://www.parkcity.org/how-do-i/business-licenses/general-business-license
  - Specific business license questions are best directed to our Finance Department:
  - http://www.parkcity.org/departments/finance-accounting
- Regarding RFP p. 6, Section VI, the City states, "any proposed changes to the draft of the attached PSA must be submitted with the proposal, no exceptions." Does this mean our company should submit a term sheet as a supplemental document, as it relates to the project's Scope of Work?
  - Yes

- ❖ To clarify, exhibits and supplemental materials (e.g. coverage maps) are not included in the twenty (20) page limit. Is this correct?

  - The proposal may not exceed the 20 page limit, however in order to receive as informative proposals as possible, we will allow up to 5 (five) optional pages of supplemental materials. We are looking for succinct, no redundancy proposals.

- ✓ Regarding pg 3 Item #8 can you provide clarification as to type of message and delivery? Is it solely voice or voice to text? Also what types of devices would be receiving these messages?

  - Messages may be sent by Voice, Voice to Text or Text. Devices may include telephones, computers and/or smart devices. Outline what your system can or cannot accomplish.