

Invitation to Bid

012716-03 EMERGENCY NOTIFICATION SYSTEM

Responses to an Invitation to Bid will be received by the Purchasing Supervisor, Sumner County Board of Education, 1500 Airport Road, Gallatin, TN 37066 for 012716-03 EMERGENCY NOTIFICATION SYSTEM until 9:30 a.m. CDT January 27, 2016. Bid responses will be opened at that time, taken under advisement and evaluated. Should you have any questions please contact Ken Weidner – Director, Sumner County Emergency Management Agency at kweidner@sumnerema.org. All proposals are subject to the Board of Education's conditions and specifications which are available from Vicky Currey, Purchasing Supervisor (615) 451-6560. All bids can be viewed on line at www.sumnerschools.org.

NOTICE TO RESPONDENTS

Responses to an Invitation to Bid will be received by the Purchasing Supervisor in the SUPPORT SERVICE FACILITY CONFERENCE ROOM, Sumner County Board of Education, 1500 Airport Road Gallatin, TN 37066. They will be received until **9:30 A.M. Local Time JANUARY 27, 2016** for **012716-03 EMERGENCY NOTIFICATION SYSTEM**, at which time the responses will be opened, taken under advisement and evaluated. ***BIDS WILL BE POSTED ON www.sumnerschools.org and www.sumnertn.org***

GENERAL REQUIREMENTS AND CONDITIONS

1. The Sumner County Board of Education/Sumner County Government reserves the right to accept or reject any and/or all responses in whole or in part, and to waive informalities therein.
2. Any responses received after the scheduled closing time for the receipt for responses will not be considered.
3. If a mistake is discovered after the responses are received, only the Sumner County Board of Education/Sumner County Government may allow the respondent to withdraw the entire response.
4. Partial payments will not be approved unless justification for such payment can be shown. Terms will be net 30 days.
5. Payment will not be made until the said **012716-03 EMERGENCY NOTIFICATION SYSTEM** are inspected and approved as meeting all specifications by persons appointed by the Sumner County Board of Education/Sumner County Government.
6. Responses submitted must be in a sealed envelope and marked on the outside as follows:
RESPONSE: 012716-03 EMERGENCY NOTIFICATION SYSTEM
DEADLINE: JANUARY 27, 2016 @ 9:30 A.M.
7. Facsimile responses will not be considered.
8. If a successful bidder violates any terms of their bid, the contract, school board policy or any law they may be disqualified from bidding for a period of two years for minor violations or longer for major violations. Bids from disqualified bidders will not be accepted during the period of disqualification.
9. Prices quoted on the response (if any) are to be considered firm and binding until the said **012716-03 EMERGENCY NOTIFICATION SYSTEM** are in the possession of the Sumner County Board of Education – Purchasing Supervisor.
10. No purchase or contract is authorized or valid until the issuance of a Purchase Order in accordance with Sumner County Government Policy. No Employee is authorized to purchase equipment, supplies or services prior to the issuance of such a Purchase Order.
11. Any deviation from these stated terms, specifications and conditions must be coordinated with and approved in writing by the Purchasing Supervisor, Vicky Currey (615) 451-6560.
12. All bids that exceed \$25,000 must have the Company Name, License Number, Expiration Date thereof and License Classification of Contractor listed on outside of sealed envelope. As required by State of Tennessee Code Annotated 62-6-119.
13. The awarded bidder will be required to post a performance and payment bond in the amount of 25% of the contract price if it exceeds \$100,000 as stated by State of Tennessee Code Annotated 12-4-201.
14. If the project cost is in excess of \$25,000 a performance bond must be secured by the requesting party in an amount equal to the market improvement value.

PROPOSAL REQUEST

NUMBER: 012716-03

TITLE: Emergency Notification System



SUMNER COUNTY BOARD OF EDUCATION SUMNER COUNTY, TENNESSEE

Purchasing Staff Contact:
Vicky Currey
(615) 451-6560
vicky.currey@sumnerschools.org

Emergency Management Agency Contact
Ken Weidner
kweidner@sumnerema.org

This proposal solicitation document is available in an Adobe Acrobat (pdf) format. Any alterations to this document made by the proposer may be grounds for rejection of proposal, cancellation of any subsequent award, or any other legal remedies available to the Sumner County Board of Education.

Introduction

Sumner County Emergency Management Agency, or herein known as “Sumner EMA”, is hereby requesting a proposal for 012716-03 EMERGENCY NOTIFICATION SYSTEM.

General Information

I. Proposal Package

All sealed proposal packages must include all of the following, when applicable. Any sealed proposals shall be rejected as a non-conforming bid if any applicable item is missing.

- Three (3) complete copies of proposal
- Evidence of a valid State of Tennessee Business License and/or Sumner County Business License
- Evidence of compliance with the Sumner County Government Insurance Requirements, if work is performed on Sumner EMA Property
- Signed and completed Statement of Non-Collusion (Attachment 1)
- Properly completed Internal Revenue Service Form W-9
- Evidence of a company’s safety program and, if supported, a drug testing program (Attachment 2) Drug-Free Workplace Affidavit
- If bid is in excess of \$25,000, a certification of non-debarment must be completed (Attachment 3) Certification Regarding Debarment, Suspension, and Other Responsibility Matters
- Certification By Contractor (Attachment 4)

NEW VENDORS

1. To comply with Internal Revenue Service requirements, all vendors who perform any type of service are required to have a current IRS Form W-9 on file with the Sumner County Government. At the time of requisition, the individual requesting a purchase order or disbursement will be informed if it is a new vendor and if a form W-9 is required. If form W-9 is required for a new vendor, the department head shall forward a completed form W -9 to the finance department. It can be obtained from the Internal Revenue Service's website at www.irs.gov.
2. To comply with the Tennessee Lawful Employment Act, non-employees (individuals hired as independent contractors) must have on file any 2m: of the following documents.
 - Valid Tennessee driver license or photo ID issued by department of safety
 - Valid out-of-state driver license
 - U.S. birth certificate
 - Valid U.S. passport
 - U.S. certificate of birth abroad
 - Report of birth abroad of a U.S. citizen
 - Certificate of citizenship
 - Certificate of naturalization
 - U.S. citizen identification card
 - Valid alien registration documentation or proof of current immigration registration

3. In addition, for all vendors with annual purchases in excess of \$50,000 (if a business license is required), a business license must be on file in the finance department, or the requisitioner must submit a copy with the purchase order requisition form or the payment requisition form, as applicable.

II. Responses

- Proposal must include point-by-point responses to the RFP.
- Proposal must include a list of any exceptions to the requirements.
- Proposal must include the legal name of the vendor and must be signed by a person or persons legally authorized to bind the vendor to a contract.
- If applicable, proposal must include a copy of the contract(s) the vendor will submit to be signed.
- Any and all proposal requirements must be met prior to submission.
- The bidder understands and accepts the non-appropriation of funds provision of the Sumner County Government.
- If noted in the section “proposal requirements” or later requested, the contractor will be required to provide a reference list of clients that have a current contract for services with their company.

III. Clarification and Interpretation of RFP

The words “must” and “shall” in this Request for Proposal indicate mandatory requirements. Taking exception to any mandatory requirement shall be grounds for rejection of the proposal. There are other requirements that the Sumner EMA considers important but not mandatory. It is important to respond in a concise manner to each section of this document and submit an itemized list of all exceptions.

In the event that any interested vendor finds any part of the listed specifications, terms, or conditions to be discrepant, incomplete, or otherwise questionable in any respect, it shall be the responsibility of the concerned party to notify School System, via email at vicky.currey@sumnerschools.org, of such matters immediately upon receipt of this Request for Proposal. All questions must be received a minimum of five days before proposal’s “deadline”.

IV. Proposal Guarantee

Vendors must guarantee that all information included in their proposal will remain valid for a period of 90 days from the date of proposal opening to allow for evaluation of all proposals.

V. Related Costs

Sumner County Government is not responsible for any costs incurred by any vendor pursuant to the Request for Proposal. The vendor shall be responsible for all costs incurred in connection with the preparation and submission of its proposal.

VI. Insurance Requirements and Liability

Each bidder or respondent to the RFP who may have employees, contractors, or agents working on Sumner EMA properties shall provide copies of current certificates for general and professional liability insurance and for workers' compensation of a minimum of \$250,000. The owner or principal of each respondent must also be insured by workers' compensation if they perform any of the services on Sumner EMA properties. There will be no exceptions to the insurance requirement.

VII. Payment Terms

Payment terms shall be specified in the bid response, including any discounts for early payment. All payments, unless agreed upon differently, will be after receipt of service or product and Sumner EMA approval of conformance with specifications.

VIII. Deadline

Sealed proposals will be accepted until JANUARY 27, 2016 @ 9:30 A.M. Proposals received after that time will be deemed invalid and returned unopened to the vendor. Vendors mailing proposal packages must allow sufficient time to ensure receipt of their package by the time specified. There will be no exceptions.

IX. Withdrawal or Modification of Proposal

A withdrawn proposal may be resubmitted up to the time designated for the receipt of proposals provided that it fully conforms to the same general terms and requirements.

X. Package

The package containing the proposal must be sealed and clearly marked “EMERGENCY NOTIFICATION SYSTEM” on the outside of the package. Responses may be hand delivered or mailed to the following address.

Sumner County Board of Education
Attn: Purchasing Supervisor
1500 Airport Road
Gallatin, TN 37066

XI. Right to Seek a New Proposal

The Sumner County Government reserves the right to accept or reject any and all proposals for any reason. Proposals will be awarded to the best overall respondent as determined by that which is in the best interests of Sumner County.

XII. Procedures for Evaluating Proposals and Awarding Contract

In comparing the responses to this RFP and making awards, Sumner EMA may consider such factors as quality and thoroughness of a proposal, the record of experience, the references of the respondents, and the integrity, performance, and assurances in the proposal in addition to that of the proposal price.

- Proposals will be examined for compliance with all requirements set forth herein.
- Proposals that do not comply shall be rejected without further evaluation.
- Proposals will be subjected to a technical analysis and evaluation.
- Oral presentations and written questions for further clarifications may be required of some or all vendors.

XIII. Discussions

Discussions may be conducted with the vendors which have submitted proposals determined to be reasonably likely of being considered for selection to assure a full understanding of and responsiveness to the RFP requirements. Every effort shall be afforded to assure fair and equal treatment with respect to the opportunity for discussion and/or revision of their respective proposals. Revisions may be permitted after the submission and prior to the award for the purpose of obtaining the best offers.

XIV. Open Records

After the bid is awarded, all proposals will be subject to the Tennessee Open Records Act, and the proposals will be available to the public upon written request.

Summary information on bids submitted will be posted on the School System website at <http://www.sumnerschools.org> under “Bids” link.

XV. Assignment

Neither the vendor nor Sumner County Government may assign this agreement without prior written consent of the other party.

XVI. Liabilities

The vendor shall indemnify Sumner County Government against liability for any suits, actions, or claims of any character arising from or relating to the performance under this contract by the vendor or its subcontractors.

Sumner County Government has no obligation for the payment of any judgment or the settlement of any claim made against the vendor or its subcontractors as a result of obligations under this contract.

XVII. Tax Status

Sumner County Emergency Management Agency is tax exempt.

XVIII. Invoicing

Invoices are to be submitted to:

Sumner County Emergency Management Agency
255 Airport Road
Gallatin, TN 37066

The vendor must provide an invoice(s) detailing the terms and amounts due and the dates due. All invoices shall indicate payment terms and any prepayment discounts.

XIX. Contract Nullification

Sumner EMA may, at any time, nullify the agreement if, in the judgment of Sumner EMA, the contractor(s) has failed to comply with the terms of the agreement. In the event of nullification, any payment due in arrears will be made to the contractor(s), but no further sums shall be owed to the contractor(s). The agreement between Sumner EMA and the contractor(s) is contingent upon an approved annual budget allotment, and is subject, with thirty (30) days notification, to restrictions or cancellation if budget adjustments are deemed necessary by Sumner EMA.

XX. Applicable Law

Sumner County, Tennessee is an equal opportunity employer. Sumner County Government does not discriminate towards any individual or business on the basis of race, sex, color, age, religion, national origin, disability or veteran status.

The successful contractor(s) agrees that they shall comply with all local, state, and federal law statutes, rules, and regulations including, but not limited to, the Rehabilitation Act of 1973 and the Americans with Disabilities Act.

In the event that any claims should arise with regards to this contract for a violation of any such local, state, or federal law, statutes, rules, or regulations, the provider will indemnify and hold Sumner County Government harmless for any damages, including court costs or attorney fees, which might be incurred.

Any contract will be interpreted under the laws and statutes of the state of Tennessee.

Sumner County Government does not enter into contracts which provide for mediation or arbitration.

Any action arising from any contract made from these specifications shall be brought in the state courts in Sumner County, Tennessee or in the United States Federal District Court for the Middle District of Tennessee.

Additionally, it is a violation of state statutes to purchase materials, supplies, services, or any other item from a vendor that is a commissioner, official, employee, or board member that has any financial or beneficial interest in such transaction.

Specific Information

The Sumner County Emergency Management Agency is soliciting bids to secure pricing for an emergency notification system. The bid shall be valid for a period of 90 days.

See attached document for detailed specifications.

SUMNER COUNTY BOARD OF EDUCATION

Purchasing Department
1500 Airport Road
Gallatin, TN 37066

COMPANY NAME _____

ADDRESS _____

TELEPHONE _____

EMAIL _____

AUTHORIZED COMPANY REPRESENTATIVE _____ *SIGNATURE*

AUTHORIZED COMPANY REPRESENTATIVE _____ *PRINTED*

DATE _____

BID TITLE 012716-03 EMERGENCY NOTIFICATION SYSTEM

DEADLINE JANUARY 27, 2016 @ 9:30 A.M.

BID GOOD THRU _____

NOTES: _____

ATTACHMENT 1

STATEMENT OF NON-COLLUSION

The undersigned affirms that they are dully authorized to execute this contract, that this company, corporation, firm, partnership or individual has not prepared this proposal in collusion with any other respondent, and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this proposal.

Company _____

Address _____

Phone _____

Fax _____

Respondent (Signature) _____

Respondent (Print Name and Title) _____

Authorized Company Official (Print Name) _____

ATTACHMENT 2

DRUG-FREE WORKPLACE

The Sumner County Government is committed to maintaining a safe and productive work environment for its employees and to providing high quality service to its citizens. The goal of this policy is for Sumner County Government employees and contractors to remain, or become and remain, drug-free. Abuse and dependency on alcohol and/or drugs can seriously affect the health of employees, contractors and citizens, jeopardize personal safety, impact the safety of others and impair job performance.

Drug-Free Workplace Act of 1988 – Sumner County Government is governed by the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D).

Omnibus Transportation Employee Testing Act of 1991 – Sumner County Government is governed by the Omnibus Transportation Employee Testing Act of 1991 (Pub. L. 102-143, Title V).

Right to an Alcohol and Drug-Free Workplace - Employees have the right to work in an alcohol and drug-free environment and to work with persons free from the effects of alcohol and/or drugs.

Required Alcohol and Drug Tests - Alcohol and drug testing for safety sensitive employees shall be in accordance with the provisions contained in the Sumner County Alcohol and Drug Policy adopted by departments which have safety sensitive positions.

Contracts – Any contractors providing goods or services to Sumner County Government must comply with all State and Federal drug free workplace laws, rules and regulations and so certify this compliance by completion of the DRUG-FREE WORKPLACE AFFIDAVIT (attached page 2).

DRUG-FREE WORKPLACE AFFIDAVIT (page 2)

STATE OF _____

COUNTY OF _____

The undersigned, principal officer of _____, an employer of five (5) or more employees contracting with Sumner County Government to provide goods or services, hereby states under oath as follows:

1. The undersigned is a principal officer of _____ (hereinafter referred to as the "Company") and is duly authorized to execute this Affidavit on behalf of the Company.
2. The Company submits this Affidavit because it shall be receiving pay pursuant to a contract with the state or any local government to provide goods or services.
3. The Company is in compliance with all State and Federal Laws, Rules and Regulations requiring a drug-free workplace program.

Further affiant saith not.

Principal Officer: _____

STATE OF _____

COUNTY OF _____

Before me personally appeared _____, with whom I am personally acquainted (or proved to me on the basis of satisfactory evidence) and who acknowledged that such person executed the foregoing affidavit for the purposes therein contained.

Witness my hand and seal at office this _____ day of _____, 20_____.

Notary Public

My commission expires: _____

ATTACHMENT 3

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The prospective participant certifies, to the best of its knowledge and belief, that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in transactions under federal non-procurement programs by any federal department or agency;
2. Have not, within the three year period preceding the proposal, had one or more public transactions (federal, state, or local) terminated for cause or default; and
3. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) and have not, within the three year period preceding the bid, been convicted or had a civil judgment rendered against it
 - A. For the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction (federal, state, or local) or a procurement contract under such a public transaction;
 - B. For the violation of federal or state antitrust statutes, including those proscribing price fixing between competitors, the allocation of customers between competitors, or bid rigging; or
 - C. For the commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

I understand that a false statement on this certification may be grounds for the rejection of this proposal or the termination of the award. In addition, under 18 U.S.C. § 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to five years, or both.

Name of Participant Agency

Name and Title of Authorized Representative

Signature of Authorized Representative Date

_____ I am unable to certify to the above statement. Attached is my explanation.

ATTACHMENT 4

CERTIFICATION BY CONTRACTOR

I, the undersigned, certify that on behalf of Contractor, I am authorized to attest and obligate the above certification and to legally bind Contractor to these terms, conditions and obligations.

_____ **Title**

_____ **Name**

_____ **Date**

_____ **Witness**

SUMNER COUNTY EMERGENCY MANAGEMENT AGENCY

012716-03 EMERGENCY NOTIFICATION SYSTEM

Schedule of Events

Event	Date
Vendor questions due	January 20, 2015 @ 12:00 p.m.
Proposal due	January 27, 2016 @ 9:30 a.m.
Anticipated contract award	UNKNOWN

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General Overview

Request for Proposals

The Sumner County Emergency Management Agency invites qualified software vendors to submit responses to this Request for Proposals (RFP) for a Web-based Mass Notification System. The goal of this project is to establish a system that quickly and reliably notifies citizens of emergencies, community activities, and weather-related events. The agency will use the information to purchase software that best meets the agency's needs.

For the purpose of this RFP, responses must be relevant to city and county government and must not include data, statistics, or examples from school systems or business applications.

Sumner County Emergency Management Agency Contact

All communication regarding this RFP shall be directed to the following agency contact:

Ken Weidner
Sumner County Emergency Management Agency
255 Airport Road
Gallatin, TN 37066
(615) 452-7584
kweidner@sumnerema.org

Contact with other agency employees regarding this RFP is prohibited without prior consent. Vendors that directly contact employees risk elimination.

Proposal Submission

- Submit **Three (3)** printed copies.
- A response to all questions is required.
- Bids cannot be withdrawn or corrected after submission.
- Proposals must be submitted in a sealed box or envelope to the address below.
Sumner County Board of Education
Attn: Purchasing Supervisor
1500 Airport Road
Gallatin, TN 37066
- Proposal package must be labeled as follows:
Project name
RFP number
Vendor name
- The vendor is responsible for all costs incurred in the preparation, demonstration, or negotiation of this proposal.
- The agency reserves the right to award the project to the vendor with either the lowest or the best bid, in whole or in part.

Proposal Format

Vendors must organize their proposals in the following format:

- Letter of Transmittal
- Table of Contents

- Executive Summary
- Proposal Questionnaire (RFP Section 1.)
- Pricing (RFP Section 2.)
- Attachments

Evaluation Criteria

The agency will consider the following in its evaluation:

Criteria	Weight
Technical compliance with project scope of work	25
Experience / qualifications of company and staff	20
Overall qualified cost and service value	10
Level of client support	10
Training services offered	10
Approach to project implementation	10
<i>Additional points: Base subscriber data</i>	10
TOTAL	100

1. Proposal Questionnaire

1.1. Vendor Background

Vendor Information	
Company Name	
Address	
City, State & Zip	
Website	

Primary Vendor Contact	
Name and Title	
Phone	
Email	

1. As its primary business, vendor must focus on emergency notifications. State the total number of emergency notification clients currently served.
2. Vendor must have a minimum of 15 years of experience providing mass emergency notification services. Provide a brief company history, including any name changes, as well as the total number of years in business.
3. Vendor must have a national presence. Confirm the vendor’s compliance with this requirement.
4. Provide résumés for all key personnel assigned to this project, along with a description of each individual’s primary responsibilities.
5. Does the vendor currently participate in the E-Verify program to confirm all employees are authorized to work in the United States?
6. Does the vendor utilize any third-party agents or contractors located outside the United States? If yes, provide details including their names and job responsibilities as they relate to this project.
7. Detail any third-party Service Level Agreement(s) (SLA) or subcontractors used to provide the mass notification service. Include a project plan that details how the vendor rectifies a failure to meet the SLA or if the subcontractor(s) are unable to perform as required.

1.2. Vendor References

1. Provide at least five (5) city and/or county references that currently use the proposed system. Each reference must have a population of at least 50,000. Also, at least three (3) references should be within the state of Tennessee.

Include the following information for each (marketing materials will not suffice):

- Agency name
 - Address, city, state, zip
 - Contact information
 - Years using system
 - Population
2. Provide documentation for a non-testing instance where the proposed system has been effectively used to complete more than 200,000 voice calls for a single client within one (1) hour for a community of a similar size.
 3. Prospective vendor must document a specific community or regional public safety event where notifications exceeded 1,000,000 calls in a consecutive 24 hours.
 4. List additional events that meet or exceed the requirement above. For each, include the date, location, event name, population, and notification results.
 5. The proposed system must have experience launching a minimum of five (5) million calls within in a single day for city and/or county clients. Provide a detailed case study to verify experience.

1.3. System Architecture

1. Describe the proposed system's ability to deliver a high volume of calls within a short period of time.
2. The proposed system must not overload the local telephone circuits during an emergency. Describe how the system detects limitations in the local telephone infrastructure and adjusts the call volume as needed to increase efficiency.
3. Describe the system's capabilities, at a minimum, to send messages via each of the following methods from within a single interface:
 - Voice
 - Text
 - Email
 - Mobile app
 - IPAWS
 - Social networks
4. The vendor must operate and maintain its own calling infrastructure. Does the vendor utilize any third-party contractors to manage or support any part of the network?
5. Describe in detail the involvement of all third-party suppliers and infrastructure support organizations.

6. At a minimum, the system must be triple-redundant with facilities geographically separated across multiple power grids and time zones. Describe the vendor's compliance with this requirement.
7. The system must provide for no down time. Describe the failover capabilities of the proposed system's server architecture.
8. Explain in detail the vendor's measures to safeguard the system from downtime caused by catastrophic event, electrical failure, Internet outage, etc.
9. Have any of the vendor's clients been unable to deliver notifications due to system downtime? If so, provide the length of downtime for each instance and explain how the situation was resolved.
10. What measures are taken to secure the system from unauthorized access?
11. Describe each of the vendor's physical facility locations.

1.4. Message Delivery

1. The system must be immediately available for use upon contract signing. Describe how the vendor meets this requirement.
2. To maximize system speed, all devices must be called at once for each notification. The system must not use a cascading calling methodology. Describe how this will be accomplished.
3. The system must not leave truncated or repeated messages resulting from automated answering devices. Describe how this is accomplished.
4. The system must allow for a message recipient to immediately hear the recorded message upon answering the phone. Describe how this is accomplished.
5. The proposed system must automatically attempt to redial all numbers that had an undelivered message. Describe how this is accomplished.
6. The system must allow users to create separate messages for each method of notification delivery (e.g., text, email, WEA, EAS/NWEM, etc.). Describe how this is accomplished.
7. The system must be able to send staff notifications, map calls, and deliver IPAWS messages—all in one step from a single launch process? Describe how this is accomplished.
8. The vendor must provide a process for determining throughput speed on the local infrastructure. Describe how this is accomplished.
9. The vendor must provide an annual data and infrastructure performance test, utilizing all system database components. State whether the vendor complies and list any additional fees in the cost proposal.

10. The system must provide a tool for internal staff notifications. This tool must provide an option for automatic shutoff of alerts once agency-defined quotas have been met. Describe how this requirement will be met.
11. The system must provide a customized toll-free caller ID. This toll-free number must allow residents to call and hear the last message sent to that particular phone number. Describe how this requirement will be met.
12. Vendor must provide a mobile app for users to launch messages. Describe existing capabilities.

1.5. Mobile Alert App

1. The system must provide a mobile app for notifying both residents and regional visitors during an emergency, even those that have not opted in to specifically receive alerts from **Sumner County Emergency Management Agency**. Describe existing capabilities in detail.
2. On what devices can the mobile app be used?
3. To date, approximately how many downloads has the proposed app received?
4. Can recipients select the types of alerts they would like to receive? Describe in detail.
5. Is the app ad-free for a streamlined user experience?
6. Describe the user interface and include a sample screen shot.
7. Describe how the mobile app can enhance the agency's interoperability with surrounding jurisdictions.
8. Vendor must provide the option to disseminate weather warnings through the app. Describe how this will be accomplished.

1.6. IPAWS Messaging Tool

1. The system must have a tool for launching FEMA IPAWS messages.
2. The system must allow alerting on all five (5) IPAWS modes (EAS, WEA, NWEM, COG to COG, and Public Alerts Feed). Does your system comply and, if so, describe the system's ability to launch messages to EAS, WEA, NWEM, COG to COG, and the Public Alerts Feed in a single request.
3. The system must provide a live IPAWS connectivity indicator? Describe in detail.
4. The system must display a message verification response from the IPAWS aggregator once a call is delivered. Does your system comply? If so, describe this feature and provide a screen shot.
5. Describe an instance in which the proposed IPAWS features were demonstrated during a live situation, including the successful use of COG to COG messaging.

6. The IPAWS system must provide separate text boxes for WEA messages vs. EAS/NWEM messages to allow for the character restrictions of each with visible character count tabulations. Does your system comply? If so, describe this feature and provide a screen shot.
7. The proposed IPAWS tool must be within the proposed solution and not provided as separate software. Does your system comply?

1.7. Automated Severe Weather Notification

1. The proposed system must be capable of delivering unlimited automated calls/voice messages to the community for select warnings issued by the National Weather Service. **Contracted or third-party solutions will not be considered.** Describe every step in the vendor's process for delivering automated weather alerts to the public, not simply weather watches.
2. The proposed system must be capable of launching select automated weather warning calls based on the lat-long polygon issued by the National Weather Service and not the county or FIPS codes.
3. Can residents indicate which types of weather notifications they receive (e.g., tornado, flash flood, and/or severe thunderstorm warnings)?
4. The vendor must have at least ten (10) years of experience successfully disseminating automated weather alerts.

1.8. Calling Database Management

1. The proposed cost must include a vendor-provided database of residential, business, and cellular data for our community. Describe vendor-provided data options.
2. Explain how our total database will be populated and the precedence of various types of calling data.
3. Residents must be able to easily opt in to the system and their contact information must be available for immediate use. Describe the opt-in process in detail.
4. The system must provide a "Do Not Call" feature. Describe system capabilities.
5. Explain how the proposed solution will keep our database up-to-date, and describe any associated costs in the pricing section.
6. How does the proposed system handle duplicate records?
7. Describe the vendor's process for removing inactive phone numbers from the database.
8. How does the vendor ensure that contact data is protected from resale, public records requests, and other exploitations?
9. The system must be capable of importing data from other databases (e.g., 911 data, utility records, etc.). Describe any associated costs in the pricing section.

10. Does the proposed system use every record provided in the 911 database? Describe the vendor's methodology for cleansing 911 data or other records provided by our agency.
11. Describe how the system restricts some or all of the 911 data from specific users or calls.
12. Provide at least two (2) examples of the vendor's success in obtaining contact information from residents and businesses. In each example, specify the percentage of the total database self-supplied by citizens.
13. Describe the vendor's support in encouraging community enrollment and notifying residents of system features following implementation.
14. How many data records are currently available in the vendor's proposed system for this area?
15. The Vendor must provide a system performance test as evidence of stated calling speeds. State Vendor's compliance with this requirement.

1.9. Mapping and Geographic Data Selection

1. The vendor must have at least 10 years of experience providing Web-based mass notification services that utilize geographic mapping controls.
2. Describe the vendor's mapping system/provider, outline existing capabilities, and provide a sample screen shot of the current mapping tool.
3. The system must provide Esri-based mapping capabilities with multiple drawing tools and shape functions to define calling areas. Please describe.
4. The system must allow users to upload and overlay client-supplied GIS maps and plume modeling files for use in defining calling areas. Describe the system's capabilities.
5. Does the proposed system include a proprietary mapping interface that allows users to designate an area to be notified? Detail any associated costs in the pricing section.
6. **Sumner County Emergency Management Agency** may be providing one or more databases. Describe the vendor's method for geo-locating each address and state the timeframe needed to geo-code a database of our size.
7. Does the vendor use any third-party for geo-coding? If so, describe the process and third-party support provided.
8. Describe the vendor's procedures for releasing secure data to a third party.
9. Does the system allow users to select multiple contiguous or non-contiguous areas for notification?
10. The system must allow the ability to import and save shape files for immediate and future use.
11. The system must be capable of adding custom mapping layers.

12. If Sumner County Emergency Management Agency provides our own mapping layers for direct use within the proposed system, what is the time needed to integrate this data?
13. The system must allow users to access multiple map sources and customize map views by enabling or disabling specific GIS layers.
14. Users must be able to designate specific addresses on the map and define the radius around the targeted areas. Describe how this is accomplished.
15. Users must be able to easily broaden a notification area and re-launch a message to new selections and prior non-connects—while excluding previous message recipients to avoid duplicate contacts. Describe how this is accomplished.
16. The system must be able to prioritize notifications closest to an event location and systematically expand outward. Describe how this is accomplished.
17. The system must support notification by city or by zip code.
18. Users must be able to define a notification area down to the street level, including address ranges and odd/even street addresses. Describe how this is accomplished.
19. The system must automatically geo-code all address data at entry.
20. Explain how the proposed system prevents centroid geo-coding errors?

1.10. Reporting

1. Describe the system's reporting capabilities, including the types of data represented and how long the data is archived.
2. Describe the system's ability to report on the status of every call, indicating whether it was answered by a live person, or reached an answering device, busy signal, or operator intercept.
3. All report data must be updated in real time. Describe how this is accomplished.
4. The system must provide a variety of reporting formats, including statistical presentations, as well as graphical displays (e.g., charts and maps). Provide a sample report to illustrate the system's capabilities.

1.11. Training, Maintenance, and Implementation

1. Initial live online training is required. Describe the vendor's initial services, as well as any follow-up training. [\[Indicate whether initial training must be onsite.\]](#)
2. Does the vendor provide live technical support 24/7/365?
3. Describe how support calls are handled.

4. Is client support handled by a dedicated, in-house team or through a third party?
5. What is the vendor's average response time for technical issues?
6. Describe the level of user involvement required for system maintenance.
7. Is the proposed system capable of sending notifications to our community immediately? If not, describe the implementation timeframe and resources required for an agency of our size.

1.12. Inbound Interactive Voice Recorder

1. The Vendor must provide a toll-free telephone number for message recipients to call and receive updated information. This feature must also include a toll-free Interactive Voice Recorder (IVR) for City personnel to update information. Describe system's ability to meet this requirement in detail.
2. The IVR line must be accessible through the proposed system's website and allow residents to leave a recorded message for City personnel. Additionally, the interface must allow City personnel to track which issues have been resolved and provide the ability to leave notes, document details, see who resolved the issue, when it was resolved, and other pertinent details. Describe system's ability to meet this requirement in detail.

2. Pricing Structure

Include a separate pricing page that includes the following information:

1. A description of how pricing is determined.
2. A breakdown of included features and any costs for additional features.
3. An outline of all additional fees (e.g., implementation, training, client support, data maintenance, etc.).
4. A guarantee of the final contract price, indicating the basis for any price increase over time (e.g., registration increase, rise in users or population, incremental percentage increase, etc.).
5. Itemized change in pricing due to additional resident opt-in, significant changes in population, etc.
6. Provide additional hardware option for devices that support the proposed solution.

3. Terms and Conditions

Provide any terms and conditions necessary for this project.