June 15, 2021

TO: All Bidders under **RFP No. 21-500586, Emergency Notification System (ENS) (Multi-year Contract)**

FROM: Department of Purchasing and Contracting, DeKalb County, Georgia

<u>ADDENDUM NO. # 1</u>

Request for Proposals (RFP) No.: 21-500586, Emergency Notification System (ENS) (Multi-year Contract) is hereby amended as follows:

1. One (1) additional Mandatory DeKalb First LSBE Meeting date has been added to include: **<u>Wednesday, June 16, 2021.</u>** (Meetings are held at 10:00a.m. and 2:00p.m. For attendance instructions, utilize the following link:
 https://www.dekalbcountyga.gov/purchasing-contracting/generalinformation)

2. The deadline for the receipt of questions has been extended to **<u>5:00 p.m. ET, Friday, June 18, 2021</u>**. Questions must be submitted in writing to Lola O. Awonusi, via email to oawonusi@dekalbcountyga.gov. Only questions and requests for interpretation received by before this date will receive a response or be the subject of addenda.

3. <u>CORRECTION</u>:
   DELETE: SECTION iv(A) [page 8]:
   > A. System Technology: i. The service provider must not utilize on-site hardware or software (other than an Internet browser) or additional phone lines to deliver any types of message notifications. ii. The provider must be able to support automated and secured contact data upload and updates from the customer's existing employee database system or other public databases on a periodic basis. iii. The provider's system must be configurable to provide specific user rights, restricting data access and administrative oversight to the appropriate DeKalb County Government personnel.

   REPLACE WITH: SECTION iv(A) [page 8]:
   > A. System Technology: i. The service provider must provide a browser-based Cloud Based SaaS (Software as a Service) completely hosted. ii. System should have ability to authenticate and interface with Active Directory. iii. The provider must be able to support automated and secured contact data upload and updates from the customer's existing employee database system or other public databases on a periodic basis. iv. The provider's system must be configurable to provide specific user rights, restricting data access and administrative oversight to the appropriate DeKalb County Government personnel.

4. <u>CORRECTION</u>:
   DELETE: SECTION V(A) iv [page 9]: Provider must return all DeKalb County-specific data and associated databases upon termination of the contract at no additional cost to DeKalb County Government.

REPLACE WITH: SECTION V(A) iv [page 9]: Provider must return all DeKalb County-specific data and associated databases in an easily accessible format (SQL Database / Excel / MS Access) upon termination of the contract at no additional cost to DeKalb County Government.

5. <u>CORRECTION</u>:
   DELETE: Section G(2) [page 12] : Vendor agrees to provide all hosted data to DeKalb County at the conclusion of the contract in a SQL database with a utility application that will allow DeKalb County to search, retrieve and print records ad hoc. In addition, vendor will provide to DeKalb County a complete and detailed schema of the SQL database.

   REPLACE WITH: Section G(2) [page 12]: Vendor agrees to provide all hosted data to DeKalb County at the conclusion of the contract, in an easily accessible format (SQL Database / Excel / MS Access) upon termination of the contract at no additional cost to DeKalb County Government. In addition, if an SQL database is utilized, vendor will provide to DeKalb County a complete and detailed schema of the SQL database and a utility application that will allow DeKalb County to search, retrieve and print records ad hoc.

6. <u>CORRECTION</u>:
   DELETE: Section F [page 12]: The proposed notification service will need to allow DeKalb County citizens and businesses to update contact information accessible from the existing DeKalb County Web-site. DeKalb County citizens and businesses will need to have the ability to access a self-registration Webpage to provide additional contact information and specify the best or most preferred way of reaching them should an emergency arise. This citizen and business registration page will need to be accessible from the DeKalb County Government Website, and it will also need to be populated with the default information including name, address and phone number that is currently available to the general public through the white pages, yellow pages or an on-line directory service. The vendor will need to provide assurances of data security and password protection of these updates once the citizen or business has performed this registration process.

   REPLACE WITH: Section F [Page 12]: The proposed notification service will need to allow DeKalb County citizens and businesses to update contact information accessible from the existing DeKalb County Website. DeKalb County citizens and businesses will need to have the ability to access a self-registration Webpage to provide additional contact information and specify the best or most preferred way of reaching them should an emergency arise. This citizen and business registration page will need to be accessible from the DeKalb County Government Website. The vendor will need to provide assurances of data security and password protection of these updates once the citizen or business has performed this registration process.

7. **DELETE**: Schedule B-Functional Requirements Checklist on Pages 13-15 of the solicitation.

REPLACE: Revised, Schedule B-Functional Requirements Checklist, attached hereto.

8. It is the responsibility of each bidder to ensure that he/she is aware of all addenda issued under this RFP. Please sign and return this addendum. You may contact Lola Awonusi, Procurement Agent, at oawonusi@dekalbcountyga.gov before the proposals are due to confirm the number of addenda issued.

9. All other conditions remain in full force and effect.

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Omolola Awonusi (Jun 15, 2021 14:02 EDT)

Lola Awonusi
Procurement Agent
Department of Purchasing and Contracting
Delois Robinson

ACKNOWLEDGMENT
RFP No. 21-500586, Emergency Notification System (ENS) (Multi-year Contract)

Date: _____

The above Addendum #1 is hereby acknowledged:

_____
(NAME OF FIRM)

_____   _____
(Name and Signature)   (Title)

SCHEDULE B
FUNCTIONAL REQUIREMENTS CHECKLIST

Comment: Please use the comment field as needed to explain the response.

Functional Requirements	F	CO	CU	R	TP	FV	NA	Comment
System Technology								
Ability to deliver any type of message notification without utilizing on-site hardware or software or additional phone lines								
Ability to support automated and secured contact data upload and updates from our existing employee database system or other public databases on a periodic basis								
System ability to deliver high call volumes								
Ability to detect limitations in phone infrastructure and adjust call volume to increase efficiency								
Provider's system must be configurable to provide specific user rights, and to restrict data access and administrative oversight to appropriate County personnel								
Citizen Data Acquisition								
Provide commercially available residential and business phone numbers and disclose where those numbers are generated from, how frequently they are updated, and whether any fees are associated with updates								
Ability to correlate the data imported from different databases to prevent duplication								
Ability to append latitude and longitude geo-coding information to phone numbers								
Provide a DeKalb County-specific website for additional								

Functional Requirements	F	CO	CU	R	TP	FV	NA	Comment
data collection: The website must have the capability to add custom text.								
Ability to provide all hosted data to DeKalb County at the conclusion of the contract, in an easily accessible format (SQL Database / Excel / MS Access) upon termination of the contract at no additional cost to DeKalb County Government.								
If an SQL database is utilized (to provide all hosted data at the conclusion of the contract), ability to provide to DeKalb County a complete and detailed schema of the SQL database and a utility application that will allow the County search, retrieve and print records ad hoc.								
Data entered by citizen is instantly available for use in the system								
Citizen Engagement and Self-Registration								
Defined process to obtain contact information from residents and businesses								
Defined process to promote and encourage community enrollment								
User Capability								
Ability to determine throughput speed on local infrastructure								
Mass notification activation process must allow for a standard telephone and computer Internet connection								

Functional Requirements	F	CO	CU	R	TP	FV	NA	Comment
Provide the system capabilities, at a minimum to send messages: To include, but not limited to: • Voice • Text • Email • Mobile app (provided by vendor) • Social networks (list networks used) • Integrated Public Alert and Warning Systems (IPAWS)								
Reporting								
Ability to provide call reports to include: The status of every call initiated in the system; Indicating whether or not it was answered by a live person or reached an answering device, busy signal, or operator								
Ability to update all report data in real time								
Mass Notification System Security								
Must have security features that will prevent unauthorized access								
Ability to return all DeKalb County-specific data and associated databases								
Mass Notification System Redundancy								
Ability to use multiple telecommunications providers, multiple servers and across different power grids								
Utilize mirrored server sites for disaster backup								
Customer Support								
Ability to provide unlimited, customer and technical support								

Functional Requirements	F	CO	CU	R	TP	FV	NA	Comment
24/7/365 (including holidays and 366 days during leap year) for all users through a toll-free phone number								
Provider's support time must be 15 minutes or less for all issues, at all times of day or night								
Ability to provide full-time customer support personnel; they must be full-time, company-employed customer service professionals and must be located in the United States								
Technical Support								
Technical Support staff has ability to initiate a notification call on the client's behalf; i.e., the vendor can send the call if County resources/infrastructures are unavailable								
Service/System Testing								
Ability to provide an annual data and infrastructure performance test, utilizing all system database components								
Ability to provide a transactional audit log tracking all system modifications and associate user, date, and time								

Addendum No. 1, RFP No. 21-500586 ENS

Final Audit Report 2021-06-15

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