



ADDENDUM #1
Boulder Regional Emergency Telephone Service Authority
BRETSAs Mass Notification System
RFI # 7258-21

December 14, 2021

The attached addendum supersedes the original Information and Specifications regarding RFI # 7258-21 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

Please note: Due to COVID-19, BIDS will only be accepted electronically by emailing purchasing@bouldercounty.org.

1. Question: Can you please confirm the total population covered by BRETSAs PSAPs and estimated employee count for PSAP, municipal, and county departments for employee notifications?

ANSWER: Total population covered by BRETSAs PSAPs is 331,000. There are 8,421 estimated internal for employee notifications.

2. Question: How many annual notifications?

ANSWER: BRETSAs averages 100 emergency notifications and 1,500 internal (employee) notifications annually.

3. Question: Will these be via Voice or via SMS (Please specify between local or Tollfree).

ANSWER: Both voice and SMS.

4. Question: How many will require Response?

ANSWER: All internal notifications, 1,500.

5. Question: How many will require Location?

ANSWER: All emergency notifications need location, 100 annually.

6. Question: Is answering machine detection required?

ANSWER: Yes.

7. Question: Would the like to push to other channels (IP Phones, Desktops, social media, SIP enabled devices, etc.).

ANSWER: Yes.

8. Question: What is their time frame for having a system in place?

ANSWER: The timeframe will require the issuance of an RFP and subsequent steps such as vendor demonstrations, proposal scoring, contract negotiations, with the development of a detailed Statement of Work (SOW). We expect this process to begin in Q2 2022.

9. Question: Who is the existing provider?

ANSWER: See RFI, Page 2, Section 1.5 Current Mass Notification System Status.

10. Question: Provide ability to import map-based shape files. What format?

ANSWER: Yes, KML and SHP.

11. Question: Provide ability to incorporate contact databases from local telephony providers with monthly updates into the system. Please confirm that this pertains to registered people only. What format would the data arrive in?

ANSWER: No. This refers to routine (at least quarterly) updates coordinated between local landline and VOIP provider, and mass notification system. BRETSA receives comma delimited text file formats from both Comcast and CenturyLink/Lumen. Comcast uses the .CSV format and Lumen uses the .TXT format. The files are merged into a .TXT format for submittal to the current mass notification vendor.

12. Question: Provide ability to geocode and register citizen's mobile cell phones. Please confirm that this pertains to registered people only. This would not pertain to a visitor driving through Boulder County.

ANSWER: Correct

13. Question: Provide ability to save and name geo shapes that can be used when creating notifications. Please confirm that this pertains to registered people only.

ANSWER: Yes, registered cell phone, landline, and VOIP contacts.

14. Question: Will you be using the system for communication other than an emergency?

ANSWER: Yes.

15. Question: How does your current system connect with CentralSquare?

ANSWER: Our current system connects with CentralSquare via email ingestion only for internal notifications.

16. Question: Are you aware of the options available to connect to CentralSquare? If so, what are they?

ANSWER: We are not aware of any.

17. Question: Are you reviewing new options to compare costs or more so because you do not have the functionality that you need on the current system today?

ANSWER: Both statements are true.

18. Question: Will text/sms require a short code or long code or both?

ANSWER: Short code.

19. Question: How many short codes and long codes do you need?

ANSWER: 5 short codes.

20. Question: Will you supply these short code and long codes or do we need to secure them for you?

ANSWER: The vendor will secure them for BRETSA.

21. Question: What is the estimated volume (please provide monthly volume for the past 2 years) for each channel indicated in the RFI? (landline, cellphone, email, text, VOIP, Social).

ANSWER: The estimated monthly volume is 133 for all channels.

22. Question: Do you have consent as defined by the TCPA to call cell phone and/or text message the cell phones?

ANSWER: Yes.

23. Question: What is the future volume of phone calls, texts emails that you expect?

ANSWER: We anticipate current plus 10 percent increase per year for volume.

24. Question: Does Boulder county have an existing CRM/Database where residents could create a profile or edit personal information? Or are you looking for someone else to host this service on Boulder County's behalf?

ANSWER: We are looking for the vendor to host the opt in site.

25. Question: How would you like the Twitter / Facebook communications to occur?

ANSWER: We want these communications to auto push with notifications.

26. Question: What type of functionality are you looking for with the CAD interface?

ANSWER: The ability to send Internal paging and emergency notification via CAD.

Submittal Instructions:

Submittals are due at the email box only, listed below, for time and date recording on or before **2:00 p.m. Mountain Time on January 14, 2022.**

Please note that email responses to this solicitation are limited to a maximum of 50MB capacity.

NO ZIP FILES OR LINKS TO EXTERNAL SITES WILL BE ACCEPTED. THIS INCLUDES GOOGLE DOCS AND SIMILAR SITES. ALL SUBMITTALS MUST BE RECEIVED AS AN ATTACHMENT (E.G. PDF, WORD, EXCEL).

Electronic submittals must be received in the email box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the

proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.

Email purchasing@bouldercounty.org; identified as RFI # 7258-21 in the subject line.

All proposals must be received and time and date recorded at the purchasing email by the above due date and time. Sole responsibility rests with the Offeror to see that their bid is received on time at the stated location(s). Any bid received after due date and time will be returned to the bidder. No exceptions will be made.

The Board of County Commissioners reserve the right to reject any and all bids, to waive any informalities or irregularities therein, and to accept the bid that, in the opinion of the Board, is in the best interest of the Board and of the County of Boulder, State of Colorado.



**RECEIPT OF LETTER
ACKNOWLEDGMENT**

December 14, 2021

Dear Vendor:

This is an acknowledgment of receipt of Addendum #1 for RFI #7258-21, BRETSA Mass Notification System.

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and email it back to purchasing@bouldercounty.org as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525. This is also an acknowledgement that the vendor understands that **due to COVID-19, BIDS will only be accepted electronically by emailing purchasing@bouldercounty.org.**

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

Signed by: _____ **Date:** _____

Name of Company _____

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