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| A picture containing icon  Description automatically generated | **Boulder County Purchasing****1325 Pearl Street****Boulder, CO 80302**purchasing@bouldercounty.org**REQUEST FOR PROPOSAL****COVER PAGE** |

RFP Number: **7311-22**

RFP Title: **BRETSA MASS NOTIFICATION SYSTEM**

Deadline – Notification To Attend

Virtual Vendors Pre-Proposal Conference **Wednesday, May 4, 2022 – 2:00 p.m.**

Deadline - To Submit Written Questions For

Virtual Vendors Pre-Proposal Conference **Thursday, May 5, 2022 – 2:00 p.m.**

Pre-Proposal Conference (Virtual): **Wednesday, May 11, 2022 – 9:00 a.m.**

Zoom Conference [**https://us06web.zoom.us/j/87993999081**](https://us06web.zoom.us/j/87993999081)

* **Meeting ID: 879 9399 9081**
* **Passcode: 310854**

RFP Questions Due: **Thursday, May 12, 2022 – 2:00 p.m.**

(Post RFP Pre-Proposal Conference)

Submittal Due Date: **Friday, May 27, 2022 – 2:00 p.m.**

Email Address: purchasing@bouldercounty.org

Documents Included In This Package: Proposal Instructions

 Submittal Checklist

Signature Page

Terms and Conditions

 Specifications

 Insurance and W-9 Requirements

 Evaluation Criteria

 BRETSA Contract

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**Boulder County Purchasing**

**1325 Pearl Street**

**Boulder, CO 80302**

purchasing@bouldercounty.org

#  Proposal Instructions

## Introduction

This Request for Proposal (RFP) is being solicited on behalf of the Boulder Regional Emergency Telephone Service Authority (BRETSA) by Boulder County. BRETSA is seeking written proposals from qualified vendors with expertise in providing Mass Notification Systems for public safety agencies. We are particularly interested in understanding if you firm has replaced an existing Mass Notification System and the steps required to complete such a project for a Telephone Authority with multiple PSAP’s and user Agencies.

## Procurement Schedule

The dates listed below are estimated dates of the activities related to this RFP. In the event we find it necessary to significantly change any of these dates and times, BRETSA will do so by issuing an addendum to this RFP.

**BRETSA RFP #7311-22 Mass Notification - Schedule:**

|  |  |  |
| --- | --- | --- |
| **No** | **Activity** | **Date** |
| **1** | **Release RFP (Download from Rocky Mountain E-Purchasing system web site, (**[**http://www.rockymountainbidsystem.com/**](http://www.rockymountainbidsystem.com/)**) under Boulder County** | **Friday, 04/22/22** |
| 2 | Deadline – Notification to Attend Virtual Vendors Pre-Proposal Conference  | Wednesday, 05/04/22 – 2:00PM, MDT |
| 3 | Deadline – To Submit Written Questions for Virtual Vendors Pre-Proposal Conference | Thursday, 05/05/22 –2:00PM, MDT |
| 4 | **RFP Virtual Vendors Pre-Proposal Conference (via ZOOM)**Zoom Meeting<https://us06web.zoom.us/j/87993999081>* Meeting ID: 879 9399 9081
* Passcode: 310854
 | Wednesday, 05/11/22 – 9:00AM, MDT |
| 5 | Deadline to Submit Questions (Post RFP Vendors Pre-Conference) | Thursday, 05/12/22 –2:00PM, MDT |
| 6 | An Addendum (Post RFP Virtual Vendors Pre-Conference) to all inquiries shall be emailed to all known Vendors | Wednesday 05/18/22 – 2:00PM, MDT |
| ***7*** | ***Submission of Final RFP Proposals by 2:00pm (MDT)*** | ***Friday, 05/27/22 by 2:00pm (MDT)*** |
| 8 | Evaluate and Score RFP Bids | 05/30 thru 06/15/22 |
| **9** | **Short-Listed Virtual Vendor Demo’s** | **Wednesday, 06/22/22 – 9:00AM, MDT** |
| 10 | Scoring of Demo’s & Vendor References | 06/27 – 07/01/22 |
| 11 | Best and Final Offer (BAFO), if required | Thursday, 07/07 |
| 12 | Contract Negotiation Period & Contract Execution | 07/08 - 07/15/22 (estimated) |
| 13 | Award Approval by BRETSA Board | Monday, 07/18/22(estimated) |
| 14 | Project Implementation | Monday, 07/25/22(estimated) |

## Background

The Boulder Regional Emergency Telephone Authority (BRETSA) is a governmental entity established pursuant to 29-1-103, C.R.S. and 29-11-100.5 et seq. and in conformance with the Colorado Governmental Immunity Act 24-10-101 C.R.S. et seq. The Authority pays the costs of providing 911 telephone services, but does not pay for the cost of staffing individual dispatch centers. The cost of responding to 911 calls is covered by the participating emergency response agencies. Each of the members of BRETSA is responsible for providing their own dispatching services. BRETSA funds and purchases equipment and services for four primary public safety-answering points (PSAPs) within Boulder County, Colorado. These PSAPs are:

1. Boulder County Sheriff (serving 7 Law agencies, over 20 Fire agencies and EMS)
2. City of Boulder (Law, Fire, EMS)
3. City of Longmont (Law, Fire, EMS)
4. University of Colorado, Boulder (Law)

## Purpose

RFP #7311-22 will be used to select the most responsive and responsible vendor for award to proceed into contract negotiations with BRETSA. The purpose of this RFP is to obtain information to assist the BRETSA agencies with what products exist in the market today that could replace the existing Mass Notification system in use today. The BRETSA Agencies are looking for estimated timeframes for implementation (product and services) to deploy a new mass notification system.

The proposed Mass Notification System will be fully hosted by the vendor requiring no hardware, equipment, storage, etc. by any BRETSA agencies. The system should be web-based with the ability to access the system via a secure internet connection from any computer, tablet, or smart phone in order to send out alerts and notifications.

Additionally, BRETSA is interested in having responses from prospective vendors as to the cost of a mass notification hosted system and how the existing system would be replaced. Specifically, how your firm would plan and execute the replacement of an existing Mass Notification system in a planned and seamless process. Vendors to propose solutions that best meet BRETSA’s objectives and requirements for migrating to a new Mass Notification solution. The proposed solution must meet both current and future requirements of the local Agencies.

The BRETSA agencies have scheduled virtual vendor demonstrations of proposed Mass Notification products. Vendors may be requested to conduct demonstrations that show all current functions and features of the proposed system requested in this RFP document. BRETSA may request demonstrations of specific and relevant scenarios. Vendors should also be prepared to provide detailed technical and architectural information as part of these demonstrations. The demonstration may be conducted on-site at PSAP facility or done virtually and recorded (e.g., ZOOM) to allow dispatchers, managers, and other administrators to view and operate the proposed Mass Notification products.

## Current Mass Notification System Status

Currently, each PSAP utilizes the Everbridge Mass Notification system. Besides the PSAP’s the system is also used by local municipalities and County EOC. City departments include Public Works, Parks, Open Space and Mountain Parks, with capability for municipal employee notifications.

#  RFP INSTRUCTIONS TO VENDORS

## Pre-Proposal Meeting

A non-mandatory virtual pre-proposal meeting is scheduled for **Wednesday, May 11, 2022, 9:00 a.m. MDT.** This meeting will be conducted using ZOOM:

 Zoom Meeting Information:

<https://us06web.zoom.us/j/87993999081>

* Meeting ID: 879 9399 9081
* Passcode: 310854

## Submittal Deadlines

* + 1. Deadline for submittal to attend the virtual pre-proposal conference is **2:00 p.m. Mountain Time** on Wednesday, May 4, 2022.
		2. Deadline to submit written questions for the virtual pre-proposal conference is **2:00 p.m. Mountain Time** on Thursday, May 5, 2022.
		3. Deadline to submit written questions (post pre-conference) is **2:00 p.m. Mountain Time** on Thursday, May 12, 2022.
		4. Deadline for submittal of qualified responses is **2:00 p.m. Mountain Time, Friday, May 27, 2022**.

## Submission 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 May 27, 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 **RFP # 7311-22** in the subject line.

All RFPs must be received, and time and date recorded by authorized county staff by the above due date and time. Sole responsibility rests with the proposer to see that their RFP response is received on time at the stated location(s). Any responses received after due date and time will be returned to the proposer.

BRETSA reserves the right to reject any and all responses, to waive any informalities or irregularities therein, and to accept the proposal that, in the opinion of the Board, is in the best interest of BRETSA and the parties to its IGA.

Contractors and their employees, subcontractors, and agents must comply with all federal, state, and local laws, regulations, ordinances, orders, and codes, as well as BRETSA and PSAP policies, guidelines, and protocols.

**Americans with Disabilities Act (ADA):** If you need special services provided for under the Americans with Disabilities Act, contact the ADA Coordinator or the Human Resources office at (303) 441-3525 at least 48 hours before the scheduled event.

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## Questions Regarding RFP

**All inquiries** regarding the RFP shall be submitted, in writing, to the Purchasing Office via email to purchasing@bouldercounty.org with “**RFP #7311-22** Questions” in the subject line, by **2:00 p.m. May 12, 2022**. A response from the County to all inquiries shall be emailed to all known vendors no later than **2:00 p.m. May 18, 2022**. Only questions submitted through this process, and subsequently answered in writing, can be relied upon.

**Do not contact any other county department or personnel with questions or for information regarding this solicitation.**

## Confidential and Proprietary Data

If any part of the proposal response, which is proprietary or confidential, the vendor must so identify and state in writing on the applicable page(s) of their proposal. **See Section 5.0, Item 10 regarding designation of confidential/proprietary information.**

## RFP Disclaimers

The County reserves the right to reject any and all RFPs, to waive any informalities or irregularities therein, and to accept the proposal that, in the opinion of the County, is in the best interest of the County or Boulder Regional Emergency Telephone Service Authority.

Receipt of the RFP or submission of an RFP response confers no rights upon the vendor, nor obligates the **County nor** ***BRETSA*** in any manner.

1. ***The County nor BRETSA*** will not be liable in any way for any costs incurred by vendors in the preparation and delivery of their responses to the RFP or for any subsequent discussions and/or product demonstrations.
2. Any and all work performed for the **County or** ***BRETSA***, including all documents associated with the project, shall become the exclusive property of Boulder County***.***
3. Neither the **County or BRETSA** intend to use this RFP to award a contract, pay any costs incurred in preparing a proposal response, or to procure or contract for services or supplies.

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#  Submittal Section

The proposer’s attention is especially called to the items listed below, which must be submitted in full as part of the PROPOSAL. Failure to submit any of the documents listed below as a part of your PROPOSAL, or failure to acknowledge any addendum in writing with your PROPOSAL, or submitting a proposal on any condition, limitation or provision not officially invited in this Request for Information (RFP) may be cause for rejection of the PROPOSAL.

**THIS CHECKLIST MUST BE SUBMITTED AS PART OF YOUR PROPOSAL PACKAGE:** Proposer will check each box indicating compliance:

|  |  |
| --- | --- |
| **INCLUDED** | **ITEM** |
|  | Name and Address of the Partners and Subcontractors if applicable |
|  | A detailed project schedule with an all-inclusive total cost |
|  | Information on the relevant experience of key personnel. Provide a brief overview of your company’s background, qualifications, and experience. Indicate the number of years your firm has been providing, designing and/or supporting the type of software and/or services proposed hereunder. Vendors may use this section to provide a brief history of recent and current operations. Brochures and other published material may be attached to your response. |
|  | Submit three references for similar projects your company has completed within the last three years and contact information. BRETSA will review all contractor evaluation forms from previous projects. |
|  | Describe successful projects of similar functionality and scope. Additionally, please describe any previous experience with similar public safety agencies projects in this section. Also describe methodology used and experience with implementing projects on time and within budget. |
|  | Describe the pricing and/or licensing structure typically used on comparable projects. Pricing and cost estimates should be broken out, as applicable, by software, professional services, implementation, and training. Pricing must include the cost of installing a Mass Notification system in a vendor hosted approach that is available to all PSAPs within Boulder County and the associated costs for installation, services, training, GIS/mapping conversion, support and maintenance. |
|  | Insurance Certificate |
|  | W-9 |
|  | Signature Page |
|  | Addendum Acknowledgement(s) (If Applicable) |

|  |  |
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| **A picture containing icon  Description automatically generated** Signature Page | **Boulder County Purchasing****1325 Pearl Street****Boulder, CO 80302**purchasing@bouldercounty.org |
| **Contact Information** | **Response** |
| Company Name including DBA |  |
| List Type of Organization (Corporation, Partnership, etc.) |  |
| Name, Title, and Email Address of Person Authorized to Contract with Boulder County |  |
| Company Address |  |
| Company Phone Number |  |
| Company Website |  |

**By signing below, I certify that:**

I am authorized to bid on my company’s behalf**.**

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**Signature of Person Authorized to Bid on**

**Company’s Behalf Date**

Note: If you cannot certify the above statements, please explain in a statement of explanation**.**

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#  TERMS AND CONDITIONS

1. Proposers are expected to examine the drawing, specifications, schedule of delivery, and all instructions. Failure to do so will be at the proposer’s risk.
2. Each proposer will furnish the information required in the Request for Proposals.
3. The Contract/Purchase Order will be awarded to that responsible proposer whose submittal, conforming to the Request for Proposals, will be most advantageous to the County of Boulder, price and other factors considered.
4. The County of Boulder and BRETSA reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, and to accept any portion of or all items proposed if deemed in the best interest of BRETSA to do so.
5. No submittal will be withdrawn for a period of thirty (30) days subsequent to the opening of proposals without the consent of the County Purchasing Agent or delegated representative.
6. A signed purchase order or contract furnished to the successful proposer results in a binding contract without further action by either party.
7. Late or unsigned proposals will not be accepted or considered. It is the responsibility of proposers to ensure that the proposal arrives at the purchasing email address prior to the time indicated in the “Request for Proposals.”
8. The proposed price will be exclusive of any Federal or State taxes from which BRETSA is exempt by law.
9. Any interpretation, correction or change of the RFP documents will be made by Addendum. Interpretations, corrections and changes of the RFP documents made in any other manner will not be binding, and proposer will not rely upon such interpretations, corrections and changes. The County’s Representative will not be responsible for oral clarification.
10. Confidential/Proprietary Information: Proposals submitted in response to this “Request for Proposals” and any resulting contract are subject to the provisions of the Colorado Open Records Act, 24-72-201 et seq., C.R.S., as amended. Any restrictions on the use or inspection of material contained within the proposal or resulting contract will be clearly stated in the proposal and contract itself.  Confidential/proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. Co-mingling of confidential/proprietary and other information is NOT acceptable. Proposals that do not properly identify confidential/proprietary information may be released in their entirety. Pricing totals contained in a proposal are not considered confidential.

BRETSA must disclose “public records” as defined by C.R.S. §24-72-202(6). Contractor may label documents or specific parts of documents provided BRETSA, “CONFIDENTIAL,” together with the legend “DO NOT DISCLOSE,” provided that Contractor thereby agrees to indemnify and defend BRETSA for honoring such a designation and refusing to provide a record in response to a request submitted pursuant to the Colorado Open Records Act. The failure to so label any document that is released by BRETSA shall constitute a complete waiver of any and all claims for damages caused by any release of the records.

**The Boulder County Attorney’s Office retains sole authority for determining whether the Colorado Open Records Act requires or permits Boulder County to disclose proposal or bid documents, or any information contained therein, pursuant to an open records request.**

1. Boulder County promotes the purchase/leasing of energy efficient materials and products with low toxicity levels when availability, quality and budget constraints allow. Proposers are expected whenever possible to provide products that earn the ENERGY STAR and meet the ENERGY STAR specifications for energy efficiency with power management features enabled. Proposers are encouraged to offer products and equipment with post-consumer recycled-content materials. Products should be packaged and delivered with a minimum amount of recycled packaging that adequately protects the product but is not excessive.
2. Pursuant to Colorado law (House Bill 1292), in any bidding process for public works in which a bid is received from a non-resident bidder who is from a state that provides a percentage bidding preference, a comparable percentage disadvantage will be applied to the bid of that bidder. Bidders may obtain additional information from the Department of Personnel’s website: http://www.colorado.gov/dpa/.

#  BRETSA CONTRACT

Attached to this RFP is the BRETSA Agreement, which will be executed by the Prime Contractor, awarded through the scoring and negotiation process. Vendors are allowed to submit proposed revisions or questions regarding the BRETSA contract. Vendors are expected review and raise any exceptions, or additions they have to the contract in their proposal submission. The proposed contract revisions will be taken under consideration during negotiations with the Vendor. Taking no exceptions or additions will retain the contract in whole during contract negotiations.

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#  MASS NOTIFICATION SPECIFICATIONS/REQUIREMENTS

**Narrative Requirements**. Vendors to provide a written narrative for the requirements in the following table:

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirement** | **Description** | **Vendor Response** |
| 1 | Redundancy & Diversity | Describe how your proposed solution provides redundancy and diversity across time zones and regions to guaranty 24/365 availability. If your proposed solution relies on a third-party cloud service provider, provide a copy of your agreement with the cloud service provider and confirm that it does not restrict use of cloud service for applications which may impact life, health or property safety.  |  |
| 2 | Text-messaging | Describe what text-messaging systems your proposed solution can send ENS messages over. |  |
| 3 | Priority of Emergency Notifications | 1. Describe your service parameters that include the prioritization, such as the time between launching an event and when the outbound dialing and message delivery begin. What Service Levels will you company provide in your agreement.
2. Describe how your Service adjusts call-rates to avoid overwhelming switch or router capacity and impeding achieved message delivery rates
 |  |
| 4 | Multifactor Authentication | 1. BRETSA has multiple municipalities/agencies which may require specific branding and messaging. Describe multi-factor authentication provided for the public to access their accounts.
2. Describe multi-factor authentication provided for authorized users to access the web interface(s).
 |  |
| 5 | Migration of existing citizen portal data | The system must be able to import the existing vendor’s citizen notification portal data. Describe your process to migrate the existing citizen data to your solution. |  |
| 6 | Reporting Requirements | Describe your solutions reporting capabilities, such as: 1. fields which queries can be run
2. How can the reports be customized
3. length of retention of data
4. How soon after (or even during) a notification can reports be pulled
 |  |

**Functional Requirements**. Respondents will answer each of the functional requirements listed below with one of the following responses only:

**Yes** - The proposed system currently meets all the requirements of the section and is included in the proposed system, at the proposed cost.

**No** - The proposed system does not currently meet all the requirements of the section, the identified functionality is not included in the proposed solution, and the Respondent does not anticipate development to address this requirement.

**Alternate** (Alt) - The proposed system meets the intent of the section but does not accomplish it in the same manner as it has been described. When using this answer the Respondent shall attach a separate response to each of the requirements, explaining in detail how their product meets the intent of the requirement.

**Modification Required** (MR) - The proposed system does not currently meet all the requirements of the section, but the Respondent will address the requirement through new development. When using this answer the Respondent is committing to deliver the function as a part of a future project or contract. If the Respondent would be charging BRETSA for developing this functionality, the additional cost shall be clearly stated in a pricing section; otherwise, it shall be assumed that all related costs are included in the proposed cost.

**Under Development** (UD) – The proposed system does not currently meet all the requirements of this section. However, the required functionality is already being developed and will be delivered as part of this a future project or contract. If the Respondent intends to charge additional fees for the required functionality, the cost for the function must be clearly stated in the pricing proposal.

**YES – (Y), NO – (N), ALTERNATE – (ALT), MODIFICATION REQUIRED – (MR), UNDER DEVELOPMENT – (UD)**

|  |  |  |
| --- | --- | --- |
|  | **MASS NOTIFICATION SPECIFICATIONS** |  |
| N0. | **A. System Functionality** |  |
|  | **Item No.** | Description |
| 1 | 1 | Provide ability to send out messages by multiple methods including but not limited to landline, cell phone, email, text messaging, VoIP, social media (Facebook, Twitter). |
| 2 | 2 | Provide ability to send call list and group notifications. |
| 3 | 3 | Provide ability to send notifications to hearing-impaired (TDD/TTY). |
| 4 | 4 | Provide ability to send notifications to residential, commercial, non-profit, government agencies, and other establishments in a selected geographic location. |
| 5 | 5 | Provide internal notification ability for county and municipal employees. |
| 6 | 6 | Provide ability to publish notifications to websites that support API access like municipal/county websites and intranets. |
| 7 | 7 | Provide geographically targeted messaging. |
| 8 | 8 | Provide ability to select contacts from a map interface using a radius, geo shape, address search, or saved geo shapes. |
| 9 | 9 | Provide ability to add contacts to a single notification from lists, conditional attributes, and map from a single interface. |
| 10 | 10 | Provide ability to eliminate select contacts from a geo shape(s). |
| 11 | 11 | Provide ability to send notifications to contact paths based on priority set by subscriber during opt-in. |
| 12 | 12 | Provide ability to create internal polling notifications. |
| 13 | 13 | Provide ability to send invitations and host conference bridges. |
| 14 | 14 | Provide ability to use text to speech engine for all notifications. |
| 15 | 15 | Provide text to speech engine that translates multiple languages including Spanish. |
| 16 | 16 | Provide ability to attach files to notifications. |
| 17 | 17 | Provide ability to cancel or stop a notification already in progress. |
| 18 | 18 | Provide ability to create notification templates and/or similar tools to increase user efficiency. |
| 19 | 19 | Provide ability to automatically send follow-up notifications using identical contacts. |
| 20 | 20 | Provide ability to create scheduled notifications to be sent at future dates/times. |
| 21 | 21 | Provide ability to create custom voice recordings when creating notifications.  |
| 22 | 22 | Provide interoperability or integration with other warning and communication systems (Alertus beacons, warning sirens, CAD, etc.). |
| 23 | 23 | Provide ability to use keyword notifications or similar tool for public engagement functionality. |
| 24 | 24 | Provide ability to launch notifications via mobile devices preferably with mobile app. |
| 25 | 25 | Provide separate environments for emergency notifications and internal notifications.  |
| 26 | 26 | Provide ability to send a minimum of 300,000 voice and 600,000 text notifications per hour. |
| 27 | 27 | Provide ability to throttle calls based upon user designated severity/importance of the notification. |
| 28 | 28 | Provide the Caller-ID number and read-out for the outgoing calls based upon the individual phone number and name of the department/agency that is sending out the notification. |
| 29 | 29 | Provide ability to send pre‐recorded and/or uploaded voice files. |
| 30 | 30 | Provide ability to send employee notifications, geo-based notifications, and deliver IPAWS messages—all in one step from a single launch process. |
| 31 | 31 | Provide ability to easily update a launched notification and send to all original contacts or non-connected contacts. |
| 32 | 32 | Provide ability to easily send a launched notification to new contacts. |
| 33 | 33 | Provide access to subscriber website with ability to automatically publish recent notification text and polygon/geo information. |
|  | **B. IPAWS Messaging** |
| 34 | 1 | Provide compliant IPAWS origination tool operational in all IPAWS messaging methods s (EAS, WEA, NWEM, COG to COG, and Public Alerts Feed). Ability to include URLs for websites in messages, including IPAWS messages |
| 35 | 2 | Provide a live IPAWS connectivity indicator. |
| 36 | 3 | Provide a message verification response from the IPAWS aggregator once a call is delivered. |
| 37 | 4 | Provide text boxes for WEA messages vs. EAS/NWEM messages to allow for the character restrictions of each with visible character count tabulations. |
|  | **C. Automated Weather Notifications** |
| 38 | 1 | Provide capability of delivering unlimited automated calls/voice messages to the community for select warnings issued by the National Weather Service. |
| 39 | 2 | Provide ability for residents to subscribe to which types of weather notifications they receive (e.g., tornado, flash flood, and/or severe thunderstorm warnings) during opt in. |
| 40 | 3 | Provide ability to launch select automated weather warning calls based on the lat-long polygon issued by the National Weather Service and not the county or FIPS codes. |
|  | **D. Contact and User Management** |
| 41 | 1 | Provide ability for administrative users to update or edit public contacts including login credentials. |
| 42 | 2 | Provide customizable opt in portal for public with agency specific branding and messaging  |
| 43 | 3 | Provide adequate opt in and landline/VoIP capacity to accommodate Boulder County population. |
| 44 | 4 | Provide ability to enter at minimum two physical addresses, one home phone, two additional cell phones, and one email during the opt in process.  |
| 45 | 5 | Provide automatic geo-coding for contacts. |
| 46 | 6 | Provide access to unlimited number of users including administrators, managers, and senders. |
| 47 | 7 | Provide ability for administrators to upload CSV contact files. |
| 48 | 8 | Provide ability for administrators to upload CSV user files. |
| 49 | 9 | Provide map-based drawing and selection tools. |
| 50 | 10 | Provide ability to import map-based shape files.  |
| 51 | 11 | Provide ability to incorporate contact databases from local telephony providers with monthly updates into the system. |
| 52 | 12 | Provide ability to geocode and register resident’s mobile cell phones. |
| 53 | 13 | Provide ability to save and name geo shapes that can be used when creating notifications. |
| 54 | 14 | Provide an opt-in environment where the public can create their own accounts and login to add or update addresses and contact methods with automated, semi-annual, notification prompting subscribers to update account information. |
| 55 | 15 | Provide ability to add contacts to multiple internal groups simultaneously. |
| 56 | 16 | Provide multiple levels of user access, i.e., allowing for account administrators, agency managers, notification senders, etc.  |
| 57 | 17 | Provide ability to recover deleted contacts for a minimum period of 30 days. |
| 58 | 18 | Provide ability for administrative users to filter contacts by different characteristics, such as classification, opt out status, and those with at least one phone number, email, SMS device registered, etc. |
| 59 | 19 | Provide ability to receive custom responses back from recipients of email, text, and voice messages; that is, allowing the recipient to send a response or reply message. |
| 60 | 20 | Provide regularly updated phone data from the best and most comprehensive residential and business listings currently available from commercial sources, including information for landline, VOIP and, as possible and practical, cell phones. |
| 61 | 21 | Provide automated process for recognizing and reducing duplicate records for both public and internal contacts. |
| 62 | 22 | Provide process for removing inactive phone numbers from the database. |
| 63 | 23 | Provide phone validation processes to validate the user who registers owns the phone registered and is able to receive messages. |
| 64 | 24 | Provide ability identify subscriber groups and send targeted notifications based on uploaded attributes. |
| 65 | 25 | The system must be able to import the existing vendor’s citizen notification portal data. |
|  | **E. Interactive Voice Recorder** |  |
| 66 | 1 | 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 personnel to update information.  |
| 67 | 2 | Provide access to IVR through the system’s website and allow residents to leave a recorded message for personnel. Additionally, the interface must allow 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.  |
|  | **F. Reporting Analysis** |
| 68 | 1 | Provide statistical reporting and query functionality. |
| 69 | 2 | Provide searchable reports with the following information after notification broadcast:* 1. Date and time
	2. Name of initiating user
	3. Message content
	4. Name, address, and contact path for each recipient
 |
| 70 | 3 | Provide ability to automatically link multiple notifications to one incident or event for historical tracking. |
| 71 | 4 | Provide access to quick reports detailing notification, event, and usage summary and analysis. |
| 72 | 5 | Provide access to quick reports detailing opt in, unsubscribe, and subscriber log in activity. |
| 73 | 6 | Provide ability to create custom reports using multiple variables. |
| 74 | 7 | Provide ability to integrate the reporting data into a 3rd party database system by way of an API (Application Program Interface) or other like means |
|  | **G. Security** |
| 75 | 1 | Provide user access via a secure web-based interface.  |
| 76 | 2 | Provide ability for system administrators to set user and group permissions and manage login credentials. |
| 77 | 3 | Provide layered business continuity plan including triple-redundancy with facilities geographically separated across multiple power grids and time zones.  |
| 78 | 4 | Provide system update and recovery plans. |
| 79 | 5 | Provide a system uptime guarantee |
| 80 | 6 | System should be offered as SaaS with ability to utilize from any location with an internet connection. |
| 81 | 7 | Provide optional multifactor authentication login requirement for users.  |
|  | **H. Training/Support** |
| 82 | 1 | Provide training environment where users can practice using the system with no impact to the public or internal contacts. |
| 83 | 2 | Provide test environment where users can test new functionality with no impact to the public or internal contacts. |
| 84 | 3 | Provide on-site and online training. |
| 85 | 4 | Provide access to written training materials. |
| 86 | 5 | Provide 365/24 live support including problem escalation.  |
| 87 | 6 | Provide forum for user feedback and plan for feedback implementation |

## Quarterly GIS/MSAG data update

Currently BRETSA conducts quarterly updates of its MSAG data to update the street, address, and telephone numbers (landline). 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 addresses are geo-validated with lat/long and updated. Specify how your product can accommodate quarterly updates of MSAG data, how the addresses will be geo-validated and the associated cost to conduct these quarterly updates.

##  Interfaces

The list below shows the third-party systems that would need to interface to the Mass Notification system. The vendor shall propose how their system can integrate to the existing system(s).

Proposed Interfaces:

* Central Square Computer Aided Dispatch (CAD).
	+ Provide paging/internal notification solution integrated with CentralSquare (formerly TriTech) Computer Aided Dispatch (CAD).

|  |  |
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| **A picture containing icon  Description automatically generated** | **Boulder County Purchasing****1325 Pearl Street****Boulder, CO 80302****purchasing@bouldercounty.org** |

#  PRICING & COSTS

Provide costs information as follows:

## Mass Notification System

Vendor should present the pricing and total cost information in the following format. Pricing and cost estimates should be broken out, as applicable, by software, professional services, implementation, and training. Pricing must include the cost of installing a Mass Notification system in a vendor hosted approach that is available to all PSAPs within Boulder County and the associated costs for installation, services, training, GIS/mapping conversion, support and maintenance.

**BRETSA MASS NOTIFICATION SYSTEM**

**NAME OF PROPOSER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Product/Feature/Option** | **One-time or Recurring Cost** | **Quantity** | **Unit Price** | **Total Price** |
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| **Qtrly MSAG Update (7.1)** |  |  |  |  |
| **CAD Interface (7.2)** |  |  |  |  |
|  |  |  |  |  |

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| --- | --- | --- | --- | --- |
| **Five Year Pricing Option:** |  |  | **First Year Fees:** |  |
|  |  |  | **Year 2 Annual Fees:** |  |
|  |  |  | **Year 3 Annual Fees:** |  |
|  |  |  | **Year 4 Annual Fees:** |  |
|  |  |  | **Year 5 Annual Fees:** |  |

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#  INSURANCE AND W-9 REQUIREMENTS

**General Liability** $1,000,000 Each Occurrence

 $2,000,000 General Aggregate

 $2,000,000 Products Completed Operations Aggregate

 3 years Products/Completed Operations

**Excess or Umbrella** May be required if higher limits are requested.

**Automobile Liability** $1,000,000 Each Accident

 \*Including Hired & Non-Owned Auto

**Worker’s Compensation and Employer’s Liability**

Statutory limits

**Professional Liability or Errors and Omissions**

$1,000,000 Per Loss

 $1,000,000 Aggregate

 Coverage maintained or extended discovery period for 2 years

**Pollution Liability** $1,000,000 Per Loss

 $1,000,000 Aggregate

 Coverage maintained or extended discovery period for 3 years

**Third Party Fidelity or Crime Insurance**

$1,000,000 Per Loss

**Miscellaneous Other**

**Cyber Insurance $1,000,000 Software**

 **$1,000,000 Hardware**

 **$2,000,000 Cloud/Low Risk**

 **$5,000,000 Cloud/Moderate Risk**

 **$10,000,000 Cloud/High Risk**

 **$1,000,000 Implementation**

**Technology Errors**

 **& Omissions $1,000,000 Software**

 **$1,000,000 Hardware**

 **$2,000,000 Cloud/Low Risk**

 **$5,000,000 Cloud/Moderate Risk**

 **$10,000,000 Cloud/High Risk**

 **$1,000,000 Implementation**

**W-9 REQUIREMENT**

Provide a copy of your business’s W-9 with your proposal.

**\*In regards to General Liability, Umbrella/Excess Liability, and Pollution Liability:**

**If any or all of these coverages are required above, additional insured status will be required at the time a contract is executed.**

**Note that the above insurance amounts are the minimum required for this project. Proof of current insurance must be provided with your proposal in the form of a sample certificate. You are NOT required to include additional insured status until the time a contract is executed.**

**If you require a waiver of insurance requirements, you may request one in your response with an explanation.**

**1325 Pearl Street**

**Boulder, CO 80302**

purchasing@bouldercounty.org

# Evaluation Criteria

The proposals will be reviewed by a selection committee. The committee may request additional information from vendors or request interviews with one or more vendors. Final evaluation and selection may be based on, but not limited to, any or all of the following:

* Information presented in proposal
* Ability of the vendor to provide quality and timely products and services
* Qualifications and experience of the vendor
* Reference checks
* Interview
* Total cost –or- Proposed pricing
* Proposed timeline
* Any other relevant and appropriate factors as determined by the county

**A weighted scoring matrix will be used by BRETSA in its evaluation and selection process which is shown below:**

|  |  |  |
| --- | --- | --- |
| **No.** | **Description** | **Percent** |
| 1 | Vendor’s Service and Support Capabilities | 20 % |
| 2 | Vendor References and Product Demonstration | 10 % |
| 3 | Compliance With BRETSA’s Narrative and Functional Requirements In RFP #7311-22 | 50 % |
| 4 | Cost And Price | 20 % |

#

# SERVICE AGREEMENT

**BOULDER REGIONAL EMERGENCY TELEHONE SERVICE AUTHORITY (BRETSA)**

### MASS NOTIFICATION SYSTEM

**FILE NO.: BRETSA 7311-22**