COUNTY OF ALAMEDA

Questions & Answers

to

RFP No. 902362

### for

MASS NOTIFICATION SYSTEM

**Networking/Bidders Conference Held on October 10, 2023**

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| **This County of Alameda, General Services Agency (GSA), RFP Questions & Answers (Q&A) has been electronically issued to potential bidders via email. Email addresses used are those in the County’s Small Local Emerging Business (SLEB) Vendor Database or other sources. If you have registered or are certified as a SLEB, please ensure that the complete and accurate email address is noted and kept updated in the SLEB Vendor Database. This RFP Q&A will also be posted on the GSA Contracting Opportunities website located at** [**Alameda County Current Contracting Opportunities**](https://gsa.acgov.org/do-business-with-us/contracting-opportunities/)**.** |

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Thank you for your participation and interest in the County of Alameda Request for Proposal (RFP) for Mass Notification System.

All the questions are taken verbatim from written questions emailed by potential Bidders. The County of Alameda shall be noted as “County” in the answers to these questions. The Questions and Answers are the final stances of the County. Please consider this document in preparation for your bid response.

**Questions and Answers:**

1. Exhibit A - Bid Response packet Requirements: Page 12, item 4: Indicates that the system must publish data to external third-party websites. Can the County provide information on what external websites you want to publish to?
2. What data the County wants to post to those external websites?
   1. **System should be capable of publishing alert messages data to social media sites, including but not limited to – Facebook, X, Nextdoor as well as the Opt-in portal (ACAlert.org).**
3. Can the County elaborate on the requirement to update quarterly GIS programming?
4. What GIS data is expected to be updated (shape files other types of GIS data).
   1. **Base maps need to be current and updated on a regular basis. Currently, our system houses nearly 2000 map layers.**
5. Does the County require the system to integrate with other system?
6. Can the county Identify the systems they want integrated?
   1. **As per the RFP documents, the only integration requirement in that the Mass Notification System (MNS) shall be fully compliant with FEMA IPAWS OPEN v4.01 Web Service Interface Design Guidence, allowing access to all IPAWS functionality including WEA, EAS And NWEM, using the Common Alerting Protocol (CAP).**
7. Can the County identify what was the largest single alert broadcast sent in the last 24 months to registered users?
8. How many IPAWS alerts has the County sent in the last 24 months?
   1. **Although the County only keeps records for 18 months, outside of monthly testing, Alameda County has sent one IPAWS message to the public on June 23, 2022.**
9. Can you provide psat metrics on message volume and type (Phone calls, SMS, Email, Mobile App) over the last year?
   1. **Between public notifications and internal notifications, there are roughly 100 messages sent per month, with most of those messages being internal notifications to city/county staff and volunteer groups. Nearly all notifications, including public notifications, predominantly use SMS and emails as primary methods of communication. On emergency notifications, the County will utilize phone calls, emails, SMS, text to speech, and any mobile application notifications the vendor provides. We have experienced very little complaint regarding citizens who expected to receive a message. Our system indicates that only 517 registered contacts do not have delivery methods (phone number, email address, etc.)**
10. Does data need to be migrated from an existing notification system?
    1. **Yes, if the County select a new vendor, we will want to migrate the current contact record data to the new system.**
11. Can the County provide the number of nonemergency messages that are sent annually?
    1. **77 non-emergency notifications were sent to the public in one year’s timeframe. This number includes IPAWS Lab tests.**
12. Can the County provide some examples of nonemergency message, or types of non-emergency messages that are sent?
    1. **As per the attached Exhibit E - AC Alert Used Policy: An emergency notification would be a situation requiring the recipient to take immediate protective action to protect life or property. In limited instances it may include other circumstances such as missing children or highly at-risk elders. Non-emergency alert would include advisory notifications that do not require the recipient to take immediate protective action. Some examples include:**

* **Traffic Alerts**
* **Red Flag warnings and weather advisories**
* **Police advisories**
* **Health advisories**
* **Local events**

1. Exhibit A – Bid Response packet Requirements, Statement of Work: page 5 B, page 6 (1, a (1)), page 7 (#3, a) notes desktop alerting. Desktop is also mentioned in Exhibit C – System Functions section as an alerting modality. On 10/10 Bidders Conference call, it was noted, the system would be for citizen alerting only, for clarity:
2. Does the County plan to alert County Employees via desktop alerts?
3. If yes, how many County Employees have desktop and would need a desktop client?
   1. **Desktop alerting is not a required capability of the systems submitting proposals. If this is an existing feature of a selected system, it would be ancillary to the primary use of the alerting system.**
4. Over the previous 3 years, what volume of messages and calls were sent/made via the previous mass notification system? If possible, it would be great to have broken out into 12-month period.
   1. **The County’s records for notifications only span 18 months. In those 18 months, we experienced roughly 100 messages sent per month, with most of those messages being non-emergency internal messages to staff/volunteer groups.**
5. Under D: Specific Requirements, Item # 10 States - " The system must have the ability to deliver notifications, alerts, and warnings in Access and Functional Needs (AFN) accessible formats."

Can the County please describe/clarify what is meant by Access and Functional Needs (AFN) accessible formats?

* 1. **System should be capable of sending messages that are accessible to the Access and Functional Needs (AFN) community, this would include messages/alerts capable of being received and understood by those with hearing and vision impairments, as well the non-English speaking community members.**

1. Other than WEA/IPAWS alerts, is there any requirement to add mobile subscriber data (without residence opt-in) as a target to receive alerts from the county? This feature is useful if a resident is outside the county and would not receive a WEA alert. This vendor offers that as an optional ability. If we propose as option where on the bid form can we put optional functionality pricing.
   1. **This is not a required feature at this time, and it is unlikely we would have an interest in incurring additional costs to incorporate this capability into the system.**
2. Please provide a mass notification usage summary by jurisdiction/organization for all entities covered under the existing vendor contract – by year – for the past two years.
   1. **Approximately 100 messages being sent by the County’s current MNS system a month, with over half of them being internal messages sent to city or county staff/volunteer organizations and partners. The majority of these 100 messages are sent by 4 jurisdictions within Alameda County.**
3. Please provide the number of notifications initiated for the past two years. Please include the number of voice, text and email messages/segments and/or minutes with total connection times for each.
   1. **Plesae see response to Q/13 above. Again, we only have data for the previous 18 months.**
4. How many divisions, agencies or organizations currently use the County solution? How many are expected to add usage in the future?
   1. **The public database (domain) is currently accessible to authorized users from our 14 city partners as well as authorized users for the County. In addition to the public domain, we currently have 18 additional operational domains. This includes 15 domains used for internal employee alerting by each of our 14 cities and the County, two (2) domains maintained by Public Health Department and Environmental Health Department for the purpose of sending notifications to their clients/partner agencies, and one (1) Training domain accessible all users.**
5. What is the total number of contacts are in your system today broken down by citizens and staff?
   1. **Currently the AC Alert public domain has a total of 829,771 public contact records, not including Nixle subscribers. Nixle subscribers add 209,273 contact records accessible through our public alerting database. In addition to the public data, the County’s current system includes contact records for roughly 29,000 city and county staff volunteers, and partners.**
6. How does the county plan to use the proposed solution – emergency use only and/or for general notifications?
   1. **Please see response to Q8 and the attached Exhibit E - AC Alert Use Policy.**
7. How many citizen enrollment registrations and text to keyword subscribers are added each year?
   1. **The County believe “text to keyword subscribers” is a Nixle feature and not something we have the capability of tracking. Alameda County currently does not engage in “text to keyword” subscriptions. Since 2020, our AC Alert System has added 61,152 Opt In Subscribers. That is an average of 20,384 a year.**

VENDOR BID LIST

**RFP No. 902362 – MASS NOTIFICATION SYSTEM**

This Vendor Bid List is being provided for informational purposes to assist bidders in contacting other businesses as needed to develop local small and emerging business subcontracting relationships to meet the [Small Local Emerging Business (SLEB) Program](https://gsa.acgov.org/do-business-with-us/vendor-support/small-local-and-emerging-businesses/) requirement.

This RFP is being issued to all vendors on the Vendor Bid List; the following revised vendor bid list includes contact information for each vendor attendee at the Networking/Bidders Conferences.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Business Name** | **Contact Name** | **Contact Phone** | **Address** | **City** | **ST** | **Email** |
| AEKO Conlsulting | Alexander Koukazine | 510-763-2356 | 1939 Harrison Street | Oakland | CA | [alexk@aeko.com](mailto:alexk@aeko.com) |
| AEKO Conlsulting | Bgoyega Aladegbami | 510-763-2356 | 1939 Harrison Street | Oakland | CA | [bgoyega@aeko.com](mailto:bgoyega@aeko.com) |
| Airbus DS Communications | Donna Aubry | 615-861-0693 | 117 Seaboard Ln, #D-100 | Franklin | TN | donna.aubry@Airbus-DSComm.com |
| AlertSense, Inc. | Jim Borchers | 208-639-6757 | 6149 N. Meeker Pl., #250 | Boise | ID | jimborchers@AlertSense.com |
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| AlertUS Technologies | Joe Nixon | 202-253-7887 | 11720 Beltsville Drive | Beltsville | MD | [jnixon@alertus.com](mailto:jnixon@alertus.com) |
| AlertUS Technologies |  | 866-425-3788 | 10 N Charles St | Baltimore | MD | [support@alertus.com](mailto:support@alertus.com) |
| Asher Group – Hyper Reach |  | 585-586-0020 | 3300 Monroe Avenue, Suite 317 | Rochester | NY | [hr\_info@hyper-reach.com](mailto:hr_info@hyper-reach.com) |
| AtHoc | Brian Swank | 703-850-5858 | 2988 Campus Drive, Suite 100 | San Mateo | CA | bswank@athoc.com |
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| Blackberry – AtHoc IWS |  | 866-360-2155 |  |  |  | [connectsupport@finalsite.com](mailto:connectsupport@finalsite.com) |
| Blackboard Connect | Kevin Powers | 202-463-4860 | 650 Massachusetts Avenue N.W. | Washington | DC | kevin.powers@blackboard.com |
| Code Red Emergency Communications Network | Kelly Hiller | 866-939-0911 | 780 W. Granada Blvd., #200 | Ormond Beach | FL | k.hiller@ecnetwork.com |
| Code Red Emergency Communications Network | Pete Applegarth | 866-939-0911 | 780 W. Granada Blvd., #200 | Ormond Beach | FL | p.applegarth@ecnetwork.com |
| ComLabs - Emnet |  | 321-701-9100 | 4005 Opportunity Dr | Melbourne | FL | [support@comlabs.com](mailto:support@comlabs.com) |
| Contreras Services Inc. | Abel Contreras |  | 915 E MAIN ST | Barstow | CA | a2zlockandsecurity@gmail.com |
| Deep Blue Integration, Inc. | Curtis Streeter |  | 3442 Empresa Dr Ste C | San Luis Obispbo | CA | [curtis@deepblueintegration.com](mailto:curtis@deepblueintegration.com) |
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| Education Intelligence | JP Das | 615-509-0294 | 2219 June Dr. | Nashville | TN | jpdas@eii-usa.com |
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| HipLink |  | 800-524-7503 | 20 S. Santa Cruz Avenue Suite 300 | Los Gatos | CA | [HLinfo@hiplink.com](mailto:HLinfo@hiplink.com) |
| HQE Systems, Inc. |  | 800-967-3036 | 27348 Via Industria | Temecula | CA | [info@hqesystems.com](mailto:info@hqesystems.com) |
| Hyper-Reach | Sky Collins | 585-643-8724 | 3300 Monroe Avenue, Suite 317 | Rochester | NY | [scollins@ashergroup.com](mailto:scollins@ashergroup.com) |
| Information Logistics – IRIS/HELP |  | 800-317-9560 | 2500 McClellan Ave, Suite 410 | Pennsauken | NJ | [info@ilogcorp.com](mailto:info@ilogcorp.com) |
| Inspiron Logistics – WENS |  | 866-998-9367 | 4000 Embassy Parkway | Akron | OH | [sales@inspironlogistics.com](mailto:sales@inspironlogistics.com) |
| Juvare – WebEOC |  | 877-771-0911 |  |  |  | [support@juvare.com](mailto:support@juvare.com) |
| KDEE Technology LLC – On-The-Go Alerting | Kirby Rice | 703-407-7760 | 1022 Valley Rose Way | Durham | NC | [Kirby.Rice@otgalerting.com](mailto:Kirby.Rice@otgalerting.com) |
| Monroe Electronics – DAS-EOC |  | 585-765-2254 | 100 Housel Avenue | Lyndonville | NY | [support@digitalalertsystems.com](mailto:support@digitalalertsystems.com) |
| Motorola Solutions – CommandCentral Notify |  | 847-576-5000 | 500 W Monroe Street, Suite 4400 | Chicago | IL | [Training.APAC@motorolasolutions.com](mailto:Training.APAC@motorolasolutions.com) |
| Nixle |  | 415-536-3836 | 217 2nd St | San Francisco | CA | support@nixle.com |
| OnSolve – CodeRED |  | 866 533-6935 | 6240 Avalon Blvd | Alpharetta | GA | [crmasupport@onsolve.com](mailto:crmasupport@onsolve.com) |
| Rapid Notify | Joe Turpel | 310-918-1411 | 23046 Avenida De La Carlota, STE 600 | Laguna Hills | CA | joe.turpel@rapidnotify.com |
| Rave Mobile Safety | Christopher Short | 503-932-4345 | 492 Old Connecticut Path, 2nd Floor | Framingham | MA | [chris.short@motorolasolutions.com](mailto:chris.short@motorolasolutions.com) |
| Regroup | Larry Whitehead | 917-746-6782 |  |  |  | lwhitehead@regroup.com |
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| Titan HST |  | 844-368-4826 | 500 Newport Center Dr | Newport Beach | CA | [support@titanhst.com](mailto:support@titanhst.com) |
| Track Computer Center Services | James Benterou | 925-772-2621 | 7020 Koll Center Parkway, Suite 138 | Pleasanton | CA | jbenterou@trackcomputers.com |
| Veltre Engineering, Inc. | John Veltre |  | 2899 Dickens St. | San Diego | CA | [john@veltreengineering.com](mailto:john@veltreengineering.com) |

**EXHIBIT E**

**AC ALERT USE POLICY**

Please see the attached “pdf” copy.