

REQUEST FOR PROPOSALS

No. 17-16

ROCKDALE COUNTY, GEORGIA

March 22, 2017

Whole Community Preparedness and Emergency Notification System



**ROCKDALE COUNTY FINANCE DEPARTMENT
PROCUREMENT OFFICE
958 Milstead Avenue
CONYERS, GA 30012
770-278-7552**

INTRODUCTION:

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified sources to establish a contract through competitive negotiations to provide a Whole Community Preparedness and Emergency Notification System (WCP/ENS) for Rockdale County Georgia. This system will be used to allow any member of the public to provide critical information about themselves, their families and households for use during emergency management planning, response and recovery activities. Emergency management officials will be provided with real-time, web-based access to this information, and a fully-integrated emergency notification system to rapidly notify the public, enabling them to respond quickly and safely to any emergency incidents affecting the jurisdiction. The emergency notification system must minimally support notification via SMS, email, voice, IPAWS-OPEN and social media. The WCP/ENS will be a key component of our jurisdiction's emergency preparedness and emergency communication strategy.

PURCHASING CONTACT FOR THIS REQUEST:

All questions concerning this RFP and all questions arising subsequent to award are to be addressed to the Purchasing Division via email to Meagan Porch, Buyer, at meagan.porch@rockdalecountyga.gov or the following address:

Rockdale County Finance Department
Purchasing Division
Attn: Meagan Porch
958 Milstead Avenue
Conyers, GA 30012
Phone: (770) 278-7557, Fax: (770) 278-8910
E-mail: meagan.porch@rockdalecountyga.gov

To maintain a "level playing field", and to assure that all proposers receive the same information, proposers are requested **NOT** to contact anyone other than the contact above until after the award of the contract. Doing so could result in disqualification of the proposer.

PROPOSAL COPIES FOR EVALUATION:

Five (5) hard copies and one (1) original hard copy and two (2) CD's or Flash Drive's in Adobe PDF format will be required for review purposes. (*Original must be clearly marked "Original" and the Copies clearly marked "Copies."*) . CD's that are blank or have incorrect information on them will not be acceptable and may be justification for disqualification. Check your disk(s) to ensure that they have the appropriate material on it before submitting.

CONTRACT TERM:

The Contract Term TBD.

DUE DATE:

Sealed proposals will be received at the Rockdale County Finance Department, Procurement Division, 958 Milstead Avenue, Conyers, GA 30012 no later than **2:00 P.M., local time, Thursday, April 13, 2017.** Proposals received after this time will not be accepted.

PRE-PROPOSAL CONFERENCE:

There will not be a pre-proposal conference.

QUESTIONS AND CLARIFICATIONS:

All questions and requests for clarifications concerning this RFP must be submitted to the Purchasing Division via email to meagan.porch@rockdalecountyga.gov or at the above address no later than **2:00 p.m., local time, on Thursday, April 6, 2017**. It shall be the proposers responsibility to seek clarification as early as possible prior to the due date and time. Written responses from the County to the questions it receives will be in an addendum and posted to the County's website at www.rockdalecountyga.gov, under Bid Opportunities. Questions or requests for clarifications received after this deadline will not receive a response.

ADDENDA:

Answers to questions submitted that materially change the conditions and specifications of this RFP will be issued in an addendum and posted to the County's website at www.rockdalecountyga.gov Bid Opportunities. Any discussions or documents will be considered non-binding unless incorporated and issued in an addendum.

It is the proposer's responsibility to check the Rockdale County website at www.rockdalecountyga.gov, Bid Opportunities for any addenda that may be issued, prior to submitting a proposal for this RFP.

ENERGY EFFICIENT, RECYCLING, AND WASTE REDUCTION PURCHASING POLICY

Policy #R-2015-08 includes the following language:

The Rockdale County Board of Commissioners only purchases energy star rated equipment and appliances that are economically responsible and reduce resource consumption and waste within federal, state, and local laws. The County will only purchase recycled copy, computer, and fax paper with at least 30 percent recycled content.

A copy of the policy may be viewed and downloaded by visiting the website at www.rockdalecountyga.gov Bid Opportunities, and scrolling down to the bottom of the page.

QUALIFICATIONS OF OFFERORS:

Proposers must have a current business license from their home based jurisdiction and provide a copy of that license with the submittal of their proposal response.

Proposals from any offeror that is in default on the payment of any taxes, license fees, or other monies due to Rockdale County will not be accepted.

Any contractor submitting a Proposal must complete the Contractor's Qualification Statement and Questionnaire if provided in this package.

In evaluating Proposals, the County may seek additional information from any contractor concerning such contractor's proposal or its qualifications to construct the Project.

Proposers are to submit at least **three (3) references** from projects with similar experience using the materials and process in this RFP.

PROPRIETARY INFORMATION

Careful consideration should be given before submitting confidential information to Rockdale County. The Georgia Open Records Act permits public scrutiny of most materials collected as part of this process. Please clearly mark any information that is considered a trade secret, as defined by the Georgia Trade Secrets Act of 1990, O.C.G.A. §10-1-760 et seq., as trade secrets are exempt from disclosure under the Open Records Act. Rockdale County does not guarantee the confidentiality of any information not clearly marked as a trade secret.

FINANCIAL STABILITY

The Offeror will provide financial information that would allow proposal evaluators to ascertain the financial stability of the firm.

- If a public company, the Offeror will provide their most recent audited financial report.
- If a private company, the Offeror will provide a copy of their most recent internal financial statement, and/or a letter from their financial institution, on the financial institution's letterhead, stating the Offeror is in good standing with that financial institution.

SELECTION PROCESS:

The Rockdale County Procurement Office and Evaluation Committee makes a recommendation for award. The Board of Commissioners will make the actual award of the contract and has the authority to award the contract to a company different than the company recommended by the Procurement Office and/or Evaluation Committee.

This is a past performance/quality/price trade-off source selection in which competing offeror's past and present performance history and product quality will be evaluated on a basis approximately equal to price. Award will be made to the responsible offeror whose proposal represents the best value after evaluation in accordance with the factors listed below. Rockdale County Board of Commissioners may reject any or all proposals and to waive any technicalities or informalities if such action is in the county's interest.

Rockdale County may evaluate proposals and award a contract without discussions with offerors. Therefore, the offeror's initial proposal should contain the offeror's best terms from a price and technical standpoint. The County reserves the right to conduct discussions if the County later determines them to be necessary.

Proposers will be evaluated based on the following criteria and may be called in for an interview.

The County intends to award the contract to the responsible and responsive contractor whose proposal is determined in writing to be the most advantageous to the County taking into consideration all of the evaluation criteria.

EVALUATION CRITERIA:

Offerors will be evaluated based on the following criteria and may be called in for an interview.

Respondents will have their submissions evaluated and scored. Submissions will be evaluated to assess the respondent's ability to provide anticipated services for Rockdale County. Rockdale County shall be the sole judge of the quality and the applicability of all statements of qualifications. Approach, scope, overall quality, local facilities, terms, and other pertinent considerations will be taken into account in determining acceptability.

Selection Committee shall evaluate and rank the statements of qualifications based on the following criteria:

- Meet the minimum required functionality - 20%
- Demonstrate robustness/redundancy of infrastructure, allowing for high availability of data and high rates of message delivery - 20%
- Provide additional capabilities deemed to be valuable to meeting the overall objectives of enhancing whole community preparedness and demonstrate focus on emergency management, public safety, and messaging requirements – 30%
- Provide support and training services needed to ensure program success - 10%
- Provide client references, with project price, specific to the product and services required and overall price for this project - 20%

INTERVIEWS

Interviews may be scheduled. Interviews will be informal, and will provide respondents with an opportunity to answer any questions the selection team may have on a submission.

At the discretion of the selection committee, proposers may be asked to perform a demonstration to better exemplify the nuances' of each proposed platforms.

INSURANCE:

The Company shall maintain in full force and effect the following insurance during the term of the Agreement.

Coverage	Limits of Liability
Workers' Compensation	Statutory
Employers' Liability	\$1,000,000.00
Bodily Injury Liability	\$1,000,000.00 each occurrence
except Automobile	\$1,000,000.00 aggregate
Property Damage Liability	\$1,000,000.00 each occurrence
except Automobile	\$1,000,000.00 aggregate
Personal & Advertising Injury Limit	\$1,000,000.00
Products / Completed Ops.	\$2,000,000.00 aggregate
Automobile Bodily Injury	\$1,000,000.00 each person
Liability	\$1,000,000.00 each occurrence
Automobile Property Damage	\$1,000,000.00 each occurrence
Liability	

All insurance shall be provided by an insurer(s) acceptable to the County, and shall provide for thirty (30) days prior notice of cancellation to the County. Upon contract award, Contractor shall deliver to the County a certificate or policy of insurance evidencing Contractor's compliance with this paragraph. Contractor shall abide by all terms and conditions of the insurance and shall do nothing to impair or invalidate the coverage.

Rockdale, GA shall be named as Additional Insured under any General Liability, Business Auto and Umbrella Policies using ISO Additional Insured Endorsement forms CG 2010 or its equivalent. Coverage shall apply as Primary and non-contributory with Waiver of Subrogation in favor of Rockdale County, Georgia.

The insurance carrier must have a minimum rating of A or higher as determined by the rating firm A.M. Best.

Certificates to contain policy number, policy limits and policy expiration date of all policies issued in accordance with this contract.

BONDS:

N/A

PERMITS:

The awarded contractor will be responsible for acquiring any permits that are required for this project/purchase. Rockdale County will waive fees on all permits issued by Rockdale County.

AWARD OF CONTRACT

The Rockdale County Procurement Office and Evaluation Committee makes a recommendation for award. The Board of Commissioners will make the actual award of the contract and has the authority to award the contract to a company different than the company recommended by the Procurement Office and/or Evaluation Committee.

ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT OF 2011

Vendors submitting a Qualification package in response to this RFP must complete the Contractor Affidavit under O.C.G.A. §13-10-91(b)(1) which is provided with the RFP package to verify compliance with the Illegal Immigration Reform and Enforcement Act of 2011.

- A. The form must be signed by an authorized officer of the contractor or their authorized agent.
- B. The form must be notarized.
- C. **The contractor will be required to have all subcontractors and sub-subcontractors who are engaged to complete physical performance of services under the final contract executed between the County and the contractor complete the appropriate subcontractor and sub-subcontractor affidavits and return them to the County a minimum of five (5) days prior to any work being accomplished by said subcontractor or sub-subcontractor. Format for this affidavit can be provided to the contractor if necessary.**

INFORMATION TECHNOLOGY DISCLOSURES

This section is intended to obtain a full disclosure from the responder of all requirements related to the use of Information Technology for the successful implementation and operational readiness of the proposed solution. This disclosure should include all computer hardware, software, and network connectivity requirements.

Software that provides built-in data archiving mechanisms for all documents and files, and that can also be programmed to reflect State-defined retention schedules will receive preference.

Information must include:

- Point of Contact for Technical follow up (Name, title, email address, phone number)
- System Hosting (Cloud-based or Rockdale County Data Center)
- Compute requirements (server, workstations, field devices – Mfg and Model)
- Storage requirements (Mfg and Model, estimated 1st year requirement, estimated rate of growth, total capacity in Gb required for initial 2 years)
- Platforms involved – list all (Windows, iOS, Android, Linux, etc.)
- Scanners, cameras, monitors, printers (Mfg and Model)
- Software requirements (utilities, DB scripts, applications, – Name and Developer)
- High-level diagram of the solution (Host, Storage, DBs, Applications, Interfaces to other applications)

The Total Solution Cost should include all I.T. costs, plus (2) years of Maintenance (Support) Costs of all applications and equipment, beginning on the date of written acceptance of the fully operational system.

Responses must contain Payment Terms based on project-defined deliverables that include Project Plan Approval, Installation, Training, and Testing – both Systems and End-to-End (E2E) testing.

All systems that have been designated as “live”, “in use”, or “in Production” must follow the Change Management Procedures of the County in order for any subsequent changes to be approved, scheduled, and implemented. These procedures call for testing and adequate proof of testing.

GENERAL INFORMATION

No proposals received after said time or at any place other than the time and place as stated in the notice shall be considered. No responsibility shall attach to Rockdale County for the premature opening of a proposal not properly addressed and identified.

WITHDRAWAL OF PROPOSAL:

A proposer may withdraw his proposal before the proposal due date, without prejudice to the proposer, by submitting a written request of withdrawal to the Rockdale County Procurement Office.

REJECTION OF PROPOSAL:

Rockdale County may reject any and all proposals and must reject a proposal of any party who has been delinquent or unfaithful in any formal contract with Rockdale County. Also, the right is reserved to waive any irregularities or informalities in any proposal in the proposing procedure. Rockdale County shall be the sole judge as to which proposal is best, and in ascertaining this, will take into consideration the business integrity, financial resources, facilities for performing the work, and experience in similar operations of the various proposers.

STATEMENT OF EXPERIENCE AND QUALIFICATIONS:

The proposer may be required, upon request, to prove to the satisfaction of Rockdale County that he/she has the skill, experience, necessary facilities and ample financial resources to perform the contract(s) in a satisfactory manner and within the required time. If the available evidence of competency of any proposer is not satisfactory, the proposal of such proposer may be rejected. The successful proposer is required to comply with and abide by all applicable federal and state laws in effect at the time the contract is awarded.

NON-COLLUSION AFFIDAVIT:

By submitting a proposal, the proposer represents and warrants that such proposal is genuine and not sham or collusive or made in the interest or in behalf of any person not therein named, that the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham proposal, or any other person, firm or corporation to refrain from proposing and that the proposer has not in any manner sought by collusion to secure to that proposer any advantage over any other proposer.

INTEREST OF:

By submitting a proposal, the proposer represents and warrants that a Commissioner, Administrator, employee, nor any other person employed by Rockdale County has, in any manner, an interest, directly or indirectly, in the proposal or in the contract which may be made under it, or in any expected profits to arise there from.

DOCUMENTS DEEMED PART OF THE CONTRACT:

The notice, invitation to proposers, general conditions, and instructions for proposers, special conditions, specifications, proposal, and addenda, if any, will be deemed part of the contract.

STANDARD INSTRUCTIONS

1. The instructions contained herein shall be construed as a part of any proposal invitation and/or specifications issued by Rockdale County and must be followed by each proposer.
2. The written specifications contained in this proposal shall not be changed or superseded except by written addendum from Rockdale County. Failure to comply with the written specifications for this proposal may result in disqualification by Rockdale County.
3. All goods and materials shall be F.O.B. Destination Conyers, Georgia and no freight or postage charges will be paid by Rockdale County unless such charges are included in the proposal price.
4. The following number, RFP No. **17-16** must be written clearly on the outside of each proposal envelope in order to avoid prior opening in error.
5. All proposals must be received and in-hand at proposal due date and time. Each proposer assumes the responsibility for having his/her proposal received at the designated time and place of proposal due date. Proposals received after the stated time and date may be subject to rejection without consideration, regardless of postmark. Rockdale County accepts no responsibility for mail delivery.
6. Unless otherwise stated, all proposals submitted shall be valid and may not be withdrawn for a period of 120 days from the due date.
7. Each proposal form submitted must include the name of the business, mailing address, the name, title and signature of the person submitting the proposal. When submitting a proposal to Rockdale County the first page of your proposal package should be the proposal form listing the price, delivery date, etc., unless the proposal form is requested to be in a separate envelope.
8. Rockdale County reserves the right to accept a proposal that is not the lowest price if, in the County's judgment, such proposal is in the best interest of the County and the public. The County reserves the right to reject any and all proposals.
9. Telephone, Telegraphic or Facsimile proposals will not be accepted.
10. No sales tax will be charged on any orders except for contracts that include construction materials being purchased through a third party.
 - i. Federal I.D. #58-6000882
 - ii. Sales Tax Exempt #58-800068K
11. If applicable, completed questionnaires must be signed manually. Rockdale County reserves the right to accept or reject any proposal on the basis of incomplete or inaccurate answers to the questionnaire.
12. If applicable, warranty information shall be provided.
13. Proposers shall state delivery time after receiving order.
14. Proposers shall identify any subcontractors, and include an explanation of the service or product that they may provide.

Statement of Needs

General requirements overview

Requirement	Response
Provide a high-level overview of the proposed solution.	
No data provided or utilized by Rockdale County shall be stored outside the contiguous United States of America.	

Proposer's Information

Requirement	Response
Provide the primary point of contact and contact information for the Proposer.	
Describe the Proposer's form of business (<i>i.e.</i> , individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the name, mailing address, and telephone number of the person the Institution should contact regarding the proposal.	
Provide a Statement of whether the Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled <i>nolo contendere</i> to any felony, and if so, an explanation providing relevant details.	
Provide a brief, descriptive Statement indicating the Proposer's credentials to deliver the services sought under this RFP.	
Indicate the Proposer organization's number of employees, client base, and location of offices.	
Proposer must be able to warrant that they provide background checks on all employees, and that only employees who have undergone background checks will have access to data.	
Describe how features are identified and prioritized and introduced. .	
What % of the proposing companies revenue is derived from sales to public safety organizations (versus private or other non-public-safety focused government solutions)	
Provide a narrative description of the proposed project team and its organizational structure, list its members, and include resumes.	
Proposer shall describe any relevant technical partnerships and details about the relationship. How might these partnerships help the agency in the proposed bid?	

Technical Information

Requirement	Response
Proposer solution must be a hosted, Software-As-A-Service (SaaS) service. Please describe any on-site installation required, or other deviations from a hosted / SaaS model.	
Proposer must demonstrate an adequate business continuity plan and should discuss the methods used to ensure redundancy. Specifically describe the hosting infrastructure and methods used to ensure redundancy.	
Are there any single points of failure in the messaging delivery between your hosting center and the "last mile" infrastructure (e.g. calling centers, SMS aggregator binds, etc.)? Please describe how delivery risk is minimized along the message delivery chain for the different message types.	
Proposer must provide security for individual data. Please describe your policies for ensuring data privacy and security.	
How can users be sure their information is secure and will not be used for any other purposes or sold to third parties?	
Proposer should demonstrate regular, third party monitoring and review of all security procedures.	
Proposer should describe their ongoing maintenance and system testing procedures. Include in this response information relative to how new features are addressed.	
Proposer should describe its data back-up and recovery policies.	

Citizen Registration and Notification

Requirement	Response
Proposer's solution must include a hosted, web-based registration portal for citizens. Please provide a description of the citizen-facing opt-in / registration portal.	
Proposer's citizen registration portal must be compliant with Section 508 of the Americans with Disabilities Act. Please describe how the registration portal meets all applicable requirements.	
Proposer's citizen registration portal must provide both residents and commuters with the ability to create and maintain their account 24/7/365 via desktops, laptops, tablets, and other mobile devices. Please describe the citizen's ability to access the Proposer's registration portal.	
Proposer's registration portal must be available in multiple languages (specify languages required at a minimum, if any). Please describe how the Proposer's solution meets this multiple language requirement.	

<p>Proposer's solution must validate citizen entered telephone numbers through an automated telephone confirmation process. Please describe the Proposer's process for validating citizen-supplied telephone numbers.</p>	
<p>Proposer's solution must incorporate an automated system for data management such that:</p> <ul style="list-style-type: none"> • Automated reminders are sent to the citizen to update their information. These reminders should be delivered by the Proposer in no less than two modes of communication. Please describe the Proposer's process(es) reminding opted-in users of the system. • Proposer system must implement an automated data-aging process to ensure the integrity of the data. Please describe the Proposer's process(es) for identifying and addressing aging data. 	
<p>Proposer's solution must be capable of providing a single point of registration into multiple emergency management / public safety opt-in services provided by the Jurisdiction. At a minimum, citizens shall have the options to provide data for either or both of</p> <ul style="list-style-type: none"> • Emergency management planning and response database identifying communities at risk and available resources. • Emergency notifications. <p>Please describe how the Proposer's solution provides this capability.</p>	
<p>Proposer's solution must offer the Jurisdiction with the capability of customizing the question set and data fields that the citizen is presented with through the registration portal. Please describe how the Proposer's solution provides for customization of data collection.</p>	
<p>Proposer's solution must allow the Jurisdiction to associate customized data collection with a given citizen registration entity, including: person, address, or animal level. Describe.</p>	
<p>Proposer system must allow the purchasing Jurisdiction to include organization-specific content and branding. Please describe this functionality</p>	
<p>Proposer system shall provide a means for citizens to discover and register for the included services via both online and print presence. Describe the available functionality.</p>	
<p>Proposer system must allow citizens to explicitly opt-into emergency notification messages from the jurisdiction.</p>	
<p>Proposer system must allow the Jurisdiction to define other "non-emergency" topics that can be opt-into by citizens during registration. Describe</p>	
<p>Citizens who do not opt-into receipt of emergency notifications must be prohibited from opting-into non-emergency notification topics. Describe.</p>	
<p>Proposer system must allow registrants to identify the relationship between individuals, addresses, and contact information for the purpose of improving emergency management queries and targeting of notifications.</p>	

Emergency Management Decision Support

Requirement	Response
<p>Proposer's solution must include a secure, web-based portal for credentialed emergency management and public safety officials to access citizen information. Citizen information must be queryable on subscription attribute, custom question attribute, and geography. Such queries must allow emergency managers to identify:</p> <ul style="list-style-type: none"> • Citizens who are self-described as having a particular access need, functional need, susceptible to a hazard, or critical dependence on a utility, service, or supply. • Addresses and facilities that have specific hazards, capabilities, resources, or risks. <p>Describe how the proposed solution meets these requirements.</p>	
<p>Describe how the query results are presented. What is the format of the query results? What information is returned in a query?</p>	
<p>The query results produced by this solution must be available for review and use in a stand-alone fashion.</p>	
<p>The query results produced by this solution must be automatically made available to the emergency notification functionality, such that a multi-modal notification can be sent to the citizens identified by the query.</p>	
<p>The Jurisdiction must have the ability to further edit emergency notifications sent to citizens identified via a query, such that additional recipients, recipient lists, or geographies can be included in the notification.</p>	
<p>Proposer's solution must have the capability of customizable roles and permissions that determine a given emergency management user's access to the system and citizen-supplied data. At a minimum, the following factors shall be selectable:</p> <ul style="list-style-type: none"> • Area (geography) of responsibility • Emergency notification delivery modes • Emergency notification distribution lists • Features / functions within Proposer's solution <p>Please describe how the Proposer's solution addresses user roles and access privileges.</p>	
<p>Proposer's solution must allow for the export and download of citizen-supplied information in real time via a secure, web-based portal. Please describe the solution's capabilities for downloading and exporting data from the system, as well as what data formats are supported.</p>	
<p>Proposer's solution must have the ability to store pre-canned queries, such that saved query criteria can be executed against the database in near-real-time, to accommodate any recent changes in citizen data.</p>	

General Messaging

Requirement	Response
Proposer system must provide the initiate and deliver a notification message to all registered users on a 24/7 basis.	
Proposer system must minimally support the following notification methods: <ul style="list-style-type: none"> • SMS via SMPP • Email • Outbound Dialed Voice • Social Media (Twitter, Facebook) • Publish RSS feed • Send OASIS-compliant CAP message • Send messages to FEMA's IPAWS-OPEN platform 	
Describe any limit on the number of SMS messages processed through the proposed system. Describe how the number of messages will affect delivery of messages.	
Proposer must demonstrate sufficient monitoring to ensure SMS delivery. Please describe any monitoring performed to ensure end-to-end SMS message delivery	
Proposer must provide an alternate means to send emergency messages if the Internet is congested. Please describe	
Proposer solution must allow for administrators to define ad hoc target audiences based on query parameters within the system. Creating a new recipient group or list must not require a query to be run in another system.	
Proposer system must provide a means for the Jurisdiction to target all landlines in a given geographic area	
Proposer system must provide a means to target individual, a subset, or the entire set of contacts known to the notification platform.	
Proposer solution must allow for Jurisdiction-defined opt-in groups and provide a web site whereby users can view and opt into those groups.	
Proposer solution must allow for the upload of a target recipient list that was extracted for another system.	
Proposer solution must allow the creation, saving and editing of "canned" alerts	
Proposer solution should provide users the ability to set their own communication preferences (e.g. email and SMS, no email, etc.). Please describe.	
Proposer solution should provide users the ability to opt-out of all text messaging. Please describe.	
Proposer must warrant that the system telephone number databases shall not be availed, sold, or otherwise, to tele-marketers or other solicitors. Database must be secure. Provide detail.	

Proposer solution should provide an interactive capability by including provisions for SMS responses on request. Describe how messages are presented to administrators.	
Proposer solution shall be able to detect and re-call busy, no-answer, and operator intercept telephone numbers upon request. Describe the system's reporting capabilities in this area.	
Proposer solution should allow for configurable caller-ids based for voice alerting.	
Proposer solution should allow for a prerecorded introductory message to precede voice alerts in order to introduce the alert (including Text-to-Speech (TTS)). Describe the systems approach to improving alert authenticity and effectiveness.	
Proposer Solution should provide for a configurable number of voice message replays.	
Proposer solution must provide a secure means which allows the Jurisdiction to record a voice message with a single click, such that the Jurisdiction user is not prompted to key in user-ids, passwords, or message codes.	
Proposer Solution should allow for Text-to-Speech (TTS) generation of voice alerts. Solution must provide a secure means in which to preview the resulting translation with a single click, such that the Jurisdiction user is not prompted to key in user-ids, passwords, or message codes.	
Proposer solution shall provide a method for publishing alerts via RSS to subscribing web sites, personal RSS readers, or digital signage systems.	
Proposed solution shall provide a method for publishing alerts via CAP. The Proposer solution should support delivery of CAP documents via web-services, or published to a directory as an XML document. <ul style="list-style-type: none"> • What versions of the OASIS CAP standard does your platform support? • What are the maximum number of CAP endpoints? • What strategies have you implemented to insulate users from this complex data standard? 	
Proposed solution shall provide integration with IPAWS-OPEN. Please provide references of production implementations.	
Proposer solution shall measure and adjust for network congestion or over-subscription during emergency conditions	
Describe the strategies implemented by the Proposed solution to insulate users from the complex IPAWS-OPEN integration requirements?	
What is the SMS delivery rate capability? Are there any limitations? Provide examples of high volume throughput / SMS delivery metrics observed in actual use of your system. Please identify the event, users targeted, delivery performance.	

Proposer solution shall automatically measure and adjust for voice network congestion, reactively slow dialing when downstream network capacity has been exceeded.	
Proposer solution shall provide a comprehensive call, sms and email reporting capability. Activation reports shall be provided to the client at the start of notification and after every event. Provide samples of standard reports.	
Proposer must provide reports down to the individual recipient level across modes. Describe.	
Proposer system must work across all major wireless carriers and wireless phone models. Describe any limitations and how the system addresses delivery to smaller carriers.	
Proposer must demonstrate an effective SMS delivery architecture. Please describe your SMS delivery architecture. Do you deliver messages via SMTP or SMPP? If delivery is via SMTP only, please detail carrier whitelisting relationships. If SMPP, does your system utilized direct binds or aggregators? What safeguards are in place to ensure message delivery?	
Proposer must allow for the selection of users via a map based interface.	
Proposer solution must allow Jurisdiction to post notifications to social media feeds. Please describe how it his addressed by the proposed solution. What access controls are put in place to support Jurisdiction's with multiple social media accounts?	
Proposer solution must allow Jurisdiction's alert author to specify a single set of message content, and automatically deliver the common message content across all notification methods. Describe what functionality the system provides to increase usability and minimize end-user training requirements.	

Internal User Messaging

Proposer solution must provide tools allowing the administration of all aspects of accounts created for internal users.	
Proposed solution must manage user account and contact data for internal (employee) users entirely separately from citizen users	
When drafting and sending notification messages, Internal users can be targeted separately from citizen registrants	
Contact information and opt-in preferences for internal users are managed separately from citizen users. Modifications to citizen user accounts created by employee users must not affect internal notification contacts or preferences.	
Proposer solution must provide Jurisdiction with the option to allow or prohibit internal users from self-managing their account through a Jurisdiction-branded registration portal.	
Internal users must be able to opt-into, or be assigned to group affiliation.	

Proposed solution should allow users create their own groups. Please describe the capabilities and the administrative controls provided.	
Can users send messages to the entire group? Describe the categories of groups available and how they operate.	
Can users invite other system users to their groups via Web, email and text messaging	
Proposer's solution should allow for administrators to define groups as "private" (only visible to people who are authorized to view the group) or "public" (visible to everybody)	
Proposer's solution must provide a means to delegate the administration of a given internal user group to any one or more internal users.	

User Management

Requirement	Response
Proposer solution must have phone validation processes to validate the user who registers owns the phone registered and is able to receive messages. Please describe.	
Proposer solution must allow for regular bulk upload of users captured outside the proposer system. Please describe, specifically covering how updates and deletions are handled.	
Proposer solution must allow for user types that are only allowed to send broadcast alert messages, not edit or access user data.	
Proposer solution should allow for user types that are only allowed permission to message defined groups that are a subset of the larger user population. Higher level administrators should be able to define those permissions. Please describe.	
Proposer solution should provide tools for administrators to manage user information within the system. Please describe capabilities.	
Proposer solution should allow for the upload of attributes about users that can be used to define alertable "groups" or "lists". Please describe.	
Describe the processes recommended for administering the system and authorizing users to generate messages and broadcast alerts.	
Proposer solution should allow user registration via SMS. Solution must have a mechanism for authenticating those users. Please describe.	
Proposer solution should provide a web site where registered users can modify their contact information and preferences.	
Proposer's solution should have the ability to generate a dynamic emergency notification distribution list based off of data queries of citizens matching certain search criteria (i.e. access and functional needs, or otherwise). Please describe the system's capabilities in this area.	

Integration

Requirement	Response
Provide details on any integration required with Jurisdiction's systems in order to enable the proposed services.	
Proposer solution should provide published APIs which will facilitate automated messaging through the systems message delivery architecture. Please describe.	
Proposer system should expose API's for the purpose of user management functions. Describe	
Proposer system should accept OASIS-compliant CAP messages from external systems to trigger a multi-modal Broadcast Alert. Describe these integration capabilities.	

Individual Safety

Requirement	Response
Proposer system should allow citizen's profile information to automatically display in public safety answering points with an inbound 9-1-1 or distress call.	

Implementation, Training and Support

Requirement	Response
Describe any tools or services provided to maximize service adoption and registrations. Any additional costs should be clearly detailed in the pricing section below.	
Proposer solution shall include initial training for system administrators and operators. Describe proposed training and detail any additional cost for future training.	
Provide a brief description of the major steps in the implementation process, including university resource needs, any on premise activities required, and timelines.	
Proposer must provide 24/7/365 phone support. Describe the support levels.	
Describe the support process provided.	
Describe any on-going resource requirements expected from the institution.	

Other Capabilities and Future Enhancements

Requirement	Response
Please provide a brief description of other products or services not specifically detailed in this document that you feel are relevant to a purchasing description	
Please provide a brief overview of the general direction of your development focus over the next year and how you feel that will impact our capabilities	

PROPOSAL FORM

Instructions: Complete all THREE parts of this bid form.

PART I: Proposal Summary

Complete the information below. If you wish to submit more than one brand, make a photocopy of this Proposal Form.

1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.	Total Annually	\$

PART II: Addenda Acknowledgements (if applicable)

Each vendor is responsible for determining that all addenda issued by the Rockdale County Finance Department – Purchasing Division have been received before submitting a bid.

Addenda	Date Vendor Received	Initials
"1"		
"2"		
"3"		
"4"		
"5"		
"6"		

PART III: Vendor Information:

Company Name	
Address	
Telephone	
E-Mail	
Representative (print name)	
Signature of Representative	
Date Submitted	

Contractor Affidavit under O.C.G.A. §13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. §13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. §13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____(city), _____(state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____, 201__.

NOTARY PUBLIC
My Commission Expires:

Subcontractor Affidavit under O.C.G.A. § 13-10-91(b)(3)

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with (name of contractor) on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five business days of receipt, a copy of the notice to the contractor. Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Subcontractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____(city), _____(state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____, 201__.

NOTARY PUBLIC
My Commission Expires: _____

Sub-subcontractor Affidavit under O.C.G.A. §13-10-91(b)(4)

By executing this affidavit, the undersigned sub-subcontractor verifies its compliance with O.C.G.A. §13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract) and (name of contractor) on behalf of (name of public employer) has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. §13-10-91. Furthermore, the undersigned sub-subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned sub-subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the sub-subcontractor with the information required by O.C.G.A. §13-10-91(b). The undersigned sub-subcontractor shall submit, at the time of such contract, this affidavit to (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract). Additionally, the undersigned sub-subcontractor will forward notice of the receipt of any affidavit from a sub-subcontractor to (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract). Sub-subcontractors hereby attest that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Sub-Subcontractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 201__ in _____(city), _____(state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____, 201__.

NOTARY PUBLIC

My Commission Expires: _____

Affidavit Verifying Status for County Public Benefit Application

By executing this affidavit under oath, as an applicant for the award of a contract with Rockdale, County Georgia, I _____, [Name of natural person applying on behalf of individual, business, corporation, partnership, or other private entity] am stating the following as required by O.C.G.A. Section 50-36-1:

1) _____ I am a United States citizen

OR

2) _____ I am a legal permanent resident 18 years of age or older or I am an otherwise qualified alien or non-immigrant under the Federal Immigration and Nationality Act 18 years of age or older and lawfully present in the United States.*

In making the above representation under oath, I understand that any person who knowingly and willfully makes a false, fictitious, or fraudulent statement or representation in an affidavit shall be guilty of a violation of Code Section 16-10-20 of the Official Code of Georgia.

Signature of Applicant:

Date

Printed Name:

* _____
Alien Registration number for non-citizens

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
_____ DAY OF _____, 20__.

Notary Public
My commission Expires:

*Note: O.C.G.A. § 50-36-1(e)(2) requires that aliens under the federal Immigration and Nationality Act, Title 8 U.S.C., as amended, provide their registration number. Because legal permanent residents are included in the federal definition of "alien", legal permanent residents must also provide their alien registration number. Qualified aliens that do not have an alien registration number may supply another identifying number below.

CONTRACTOR'S QUALIFICATION STATEMENT AND QUESTIONNAIRE

NAME OF PROPOSED CONTRACTOR: _____

I. INSTRUCTIONS

- A. All questions are to be answered in full. If copies of other documents will answer the question completely, they may be attached and clearly labeled. If additional space is needed, additional pages may be attached and clearly labeled.
- B. The owner, Rockdale County, Georgia, its agents and representatives, shall be entitled to contact each and every reference listed in response to this questionnaire, and each entity referenced in any response to any question in this questionnaire. By completing this questionnaire, the contractor expressly agrees that any information concerning the contractor in possession of said entities and references may be made available to the owner.
- C. Only complete and accurate information shall be provided by the contractor. The contractor hereby warrants that, to the best of its knowledge and belief, the responses contained herein are true, accurate, and complete. The contractor also acknowledges that the owner is relying on the truth and accuracy of the responses contained herein. If it is later discovered that any material information given in response to a question was provided by the contractor, knowing it was false, it shall constitute grounds for immediate termination or rescission by the owner of any subsequent agreement between the owner and the contractor. The owner shall also have and retain any other remedies provided by law.
- D. The completed form shall be submitted with contractor's proposals.
- E. This form, its completion by the contractor, and its use by the contractor, and its use by the owner, shall not give rise to any liability on the part of the owner to the contractor or any third party or person.

II. GENERAL BACKGROUND

- A. Current address of contractor: _____

- B. Previous Name or address of contractor: _____

- C. Current president or CEO and years in position: _____
- D. Number of permanent employees: _____
- E. Name and address of affiliated companies: _____

III. FINANCIAL STATUS

- A. Please attach financial statements for the past three years for which they are complete. If such statements are not available, please furnish the following information:

1. LAST COMPLETE FISCAL YEAR:

- A. Revenues (Gross) _____
- B. Expenditures (Gross) _____
- C. Overhead & Admin (Gross) _____
- D. Profit (Gross) _____

2. YEAR PRIOR TO "1" ABOVE:

- A. Revenues (Gross) _____
- B. Expenditures (Gross) _____
- C. Overhead & Admin (Gross) _____
- D. Profit (Gross) _____

3. YEAR PRIOR TO "2" ABOVE:

- A. Revenues (Gross) _____
- B. Expenditures (Gross) _____
- C. Overhead & Admin (Gross) _____
- D. Profit (Gross) _____

B. BANKRUPTCIES

1. Has the Contractor, or any of its parents or subsidiaries, ever had a Bankruptcy Petition filed in its name, voluntarily or involuntarily? (If yes, specify date, circumstances, and resolution).

2. Has any Majority Shareholder ever had a Bankruptcy Petition filed in his/her name, voluntarily or involuntarily? (If yes, specify date, circumstances, and resolution).

C. BONDING

1. What is the Contractor's current bonding capacity? _____

2. What is the value of the Contractor's work currently under contract? _____

IV. COMPANY EXPERIENCE – SIMILAR PROJECTS

A. List three projects of reasonably similar nature, scope, and duration performed by your company in the last five years, specifying, where possible, the name and last known address of each owner of those projects:

Project #1:

Name and Address:

Date of Project: _____

Type of Project: _____

Contract Price: _____

Owner contact info: _____

Architect/Engineer contact info:
(if applicable) _____

Project #2:

Name and Address: _____

Date of Project: _____

Type of Project: _____

Contract Price: _____

Owner contact info: _____

Architect/Engineer contact info:
(if applicable) _____

Project #3:

Name and Address: _____

Date of Project: _____

Type of Project: _____

Contract Price: _____

Owner contact info: _____

Architect/Engineer contact info:
(if applicable)

V ARBITRATIONS, LITIGATIONS, AND OTHER PROCEEDINGS

Has your company been involved in any construction arbitration demands filed by, or against, you in the last five years?

Has your company been involved in any construction-related lawsuits (other than labor or personal injury litigation) filed by, or against, you in the last five years?

Has your company been involved in any lawsuits, proceedings, or hearings initiated by the National Labor Relations Board or similar state agency in the past seven years?

Has your company been involved in any lawsuits, proceedings, or hearings initiated by the Occupational Safety and Health Administration concerning the project safety practices of the Contractor in the last seven years?

Has your company be involved in any lawsuits, proceedings, or hearings initiated by the Internal Revenue Service, or any state revenue department, concerning the tax liability of the Contractor (other than audits) in the last seven years?

Have any criminal proceedings or investigations been brought against the Contractor in the last ten years?

If you answered yes to any of the questions above, please identify the nature of the claim, the amount in dispute, the parties, and the ultimate resolution of the proceeding (attach documentation if needed):

VI COMMENTS

Please list any additional information that you believe would assist the Owner in evaluating the possibility of using the Contractor on this Project. You may attach such additional information as an Exhibit to this Statement and Questionnaire.

I certify to the Owner that the information and responses provided on this Questionnaire are true, accurate and complete. The Owner, or its designated representative, may contact any entity or reference listed in this Questionnaire. Each entity or reference may make any information concerning the Contractor available to the Owner, or its designated representative.

Contractor:

Signature

Date

Title

Sworn to and subscribed before me
This _____ day of _____

Signature

Notary Public

My Commission Expires: