



Fulton County, GA

Department of Purchasing & Contract Compliance

Cecil S. Moore, CPPO, CPPB, CPSM, C.P.M., A.P.P
Director

June 25, 2010

Re: **10RFP73171C-BL, Emergency Notification System**

Dear ***Bidders:***

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced Request for Proposal #10RFP73171C-BL, Emergency Notification System.

Except as provided herein, all terms and conditions in the 10RFP73171C-BL, Emergency Notification System referenced above remain unchanged and in full force and effect.

Sincerely,

William E. Long, Jr., CPPB
Chief Assistant Purchasing Agent

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

Questions and Reponses

1. QUESTION: Please clarify if Proposal #10RFP73171C-BL would also require outside notification speakers and/or horns to notify visitors to the county and those people that do not have a communication device with them all the time.

RESPONSE: This proposal does not address outside notification speakers and/or horns to notify visitors to the county and those people that do not have a communication device with them all the time. However, proposer's may, at their discretion offer this as a value added service when submitting their proposal response.

2. QUESTION: May you please clarify where the required Cost Proposal Forms are located in the RFP document? Page 3-20 states that "The Proposer is required to complete all of the Cost Proposal Forms provided in Appendix 4 of this RFP", however there is not an Appendix 4 with the other Appendices. There are Cost Forms located in Exhibit 2, are there other forms besides these that are required?

RESPONSE: The Cost Proposal Forms are located in Section 9, Exhibits, Pages 9-2 through 9-4, which are titled as follows:

- EMERGENCY NOTIFICATINO FIXED MINUTE ANNUAL COST
- ADDITIONS/DELETIONS TO NOTIFICATION SERVICE COSTS
- PLANNING AND IMPLEMENTATION COSTS
- TOTAL QCAUISION AND IMPLEMENTATION COSTS
- YEAR TWO NOTIFICATION SERVICE-SUPPORT COSTS
- YEAR THREE NOTIFICATION SERVICES-SUPORT COSTS
- YEAR FOUR NOTIFICATION SERVICES-SUPORT COSTS
- YEAR FIVE NOTIFICATION SERVICES-SUPORT COSTS
- TOTAL NOTIFICATION SERVICE COSTSF RO FIVE YEARS

3. QUESTION: In reviewing the RFP, it was noticed that one required for is possibly missing from the RFP as received.

- Section 3 (Item 3.5 – Section 2 "Completed Cost Proposal Forms") instructs all respondents to utilize the required Cost Proposal Forms contained in Appendix 4 to the RFP.

- We could not locate Appendix 4 in the RFP as received from Fulton County.

Would you please email a copy of the required Cost Proposal Forms to me at bob.bryan@tfcci.com? If any forms are issued in a RFP addendum, which would obviously take time to be received by all recipients, might it be possible to then request an extension of the RFP response deadline?

RESPONSE: See Response to QUESTION 2

4. **QUESTION:** Regarding the pricing for this RFP. Would you like us to base the cost on subscriptions (6,000, 80,000, 100,000, & 1,000,000) and/or on the total number of households and business in the county? Would it be okay if we respond with both pricing options? We want to make sure we price and answer everything according to what the county is requesting. Thank you in advance for the clarification.

RESPONSE: It is acceptable to respond with both pricing options. However, the cost based on subscriptions of 6,000, 80,000, 100,000, & 1,000,000 MUST be included.

5. **QUESTION:** However, I do have a concern regarding this bid. It has been our experience that a public notification system has many varying specific needs that can be diametrically opposed to those of an agency emergency notification system. We base this on our ten plus years of experience in this area working with many various public safety organizations. Would we be disqualified if we submitted an emergency services proposal that addresses the needs of your public safety organizations and county staff specifically rather than the much broader and more diverse needs of the citizens of Fulton County?

RESPONSE: You will not be disqualified; however, because the Emergency Management agency has countywide responsibility, we are interesting in exploring the cost of a countywide system and would possibly enter into cost sharing opportunity with municipalities and other agencies.

6. **QUESTION:** Please clarify the pricing section “**Exclusion of Costs for Citizens Opting-Out and Vacant Units?**” Is the county looking for pricing for registration only?

RESPONSE: If your pricing model includes Citizens opting out or Vacant Units, those costs should be excluded. The system will include not only registrants, but also 9-1-1 data and information obtained from other sources.

7. **QUESTION:** Not requested in the pricing section, would the county like pricing for weather alerting in subsequent years?

RESPONSE: *Incident weather alerting may be considered an Emergency and therefore, the Emergency Notification System would be activated. This should be incorporated into the standard pricing.*

8. **QUESTION:** When asking for a “Fixed Minute Annual Cost for Fulton County” are you looking for a total annual cost or a cost per minute?

RESPONSE: *Annual cost per minute.*

9. **QUESTION:** In years two-five pricing, when asking for the cost of support and geo-coding. Will the county be looking to the vendor to continually update the database with phone records on a quarterly or semi-annual basis? Or will the county be providing periodical phone data updates (911 data)?

RESPONSE: *The County will be looking to the vendor to continually update the database and the county can make the 9-1-1 data available.*

10. **QUESTION:** In section 7, item 7 “Fidelity Bond, and Crime to Include Computer Fraud” – is this a mandatory requirement? This is found on page 7-2 of the RFP.

RESPONSE: *Yes this is required.*

11. **QUESTION:** Page 10-5, Section 4.3 of the Requirements Matrix states: “The website must have the ability to add custom tent as needed.” Can you clarify the meaning of “custom tent”?

RESPONSE: *This is an error. The phrase should say “custom content”, not custom tent.*

12. **QUESTION:** Page 3-6, Section 3.3.6 titled “Application Documentation” This section asks for information that is confidential and/or proprietary. I cannot include it in the proposal. However, if awarded, TechRadium will discuss and disclose information necessary to prove our sustainability and reliable functionality. Will it suffice to include a statement to this effect in the proposal?

RESPONSE: *Bid documents should be as complete as possible. Points will be deducted for bids with incomplete information provided.*

This application documentation is required in the event the contract is awarded. Documentation for the department support the application may be required. The itemized list are examples of can be considered. The

applicable documentation will be determined based on elements (i.e., hosted solution, level of support required of the County, etc.) of the application upon award.

13. **QUESTION:** Page 3-14, Section 2 – Technical System Description; We are unsure as to what is being asked of us in this particular section and what is required to be included.

RESPONSE: An example was provided in the bid and is recreated below. Please list all of the software employed in your solution (database types, browsers, operating systems, etc), their versions, any compatible versions, plans for new releases, etc.

Current Software (include version number)	Utilization	Other Compatible Version(s)	Future Version(s)	Anticipated Release Date
Oracle 10	DB	8,9	11g	01/01/2010
Internet Explorer 7	Web	n/a	8	09/01/2009
Windows Server 2003	OS - Server	n/a	2008	11/01/2009
JDK/JRE 5.0 – Java Runtime Environment	Web interface	5.0 and all previous	6	09/01/2009

Vendor should provide a technical description of the software. If hosted solution, provide description of how the users will connect the system. For example, will the system reside behind a firewall and required VPN connection, will the system require Citrix to connect to remote location, will the system be internet-based and the needs IE, etc. Additionally, the vendor should provide the version of all system and application software required to be installed on users computers.

14. **QUESTION:** Does this requirement mean that the bidder must provide text to speech capability so that Fulton County can create a voice message from text via the internet?

RESPONSE: The ability to create a voice message from a text message is a requested feature of this RFP.

15. **QUESTION;** 1.9 Does this requirement mean that the bidder must provide text to speech capability so that Fulton County can create a voice message from text via the internet?

RESPONSE: See response to Question #14.

16. **QUESTION:** 2.8 Should this read, “ Provide an additional”?

RESPONSE: *It is worded correctly in the bid. “Provide a list of any additional emergency notification system services, features or capabilities. Such as automatic National Weather Service warnings, etc.”*

17. **QUESTION:** 2.10 To the extent that residential phones, wi-fi, cell phones and PDAs do not require electricity or internet access, do these methods comply with the intent of this provision?

RESPONSE: *Yes, Wi-fi, cell phones, PDAs and residential telephone services comply with the intent of this provision.*

18. **QUESTION:** 2.11 How does Fulton County currently communicate with aircraft that it wants automated as part of the mass notification system? Is the emergency notification system to send notice directly to aircraft on the ground and in airspace over Fulton County or is it to notify control towers so that they can notify aircraft?

RESPONSE: *Currently, in the event of an Emergency, Fulton County communicates with control towers to receive and relay information. During a mass notification, communication with aircraft is desired; however, the ability to include a control tower in the mass notification process is a must.*

19. **QUESTION:** 4.3 Should this read, “have the ability to add custom content....”?

RESPONSE *See response to Question #11. Yes*

20. **QUESTION;** 5.10 Does this refer to the expiration dates on messages or on users?

RESPONSE: *This refers to setting expiration dates on messages.*

21. **QUESTION:** 8.7 Under what circumstance will Fulton County use this capability? Please describe the requirement more fully.

RESPONSE: *We don't understand the question.*

22. **QUESTION:** 8.8 Please clarify, “not require vendor intervention”? Is it acceptable for the customer to be able to record the audio themselves?

RESPONSE: *Yes, the customer should be able to create their own message without vendor intervention.*

23. **QUESTION:** 8.12 If messages are automatically defaulted to English, is it sufficient to provide the individual the ability to change the language to one of those Fulton County determines it will provide?

RESPONSE: *The user record should have preferred language listed. The software should deliver the message to the user in the user's preferred language.*

24. **QUESTION:** 12.1 Is the 'administrator' Fulton County staff or the vendor's staff?

RESPONSE: *Yes, the Fulton County administrative staff.*

25. **QUESTION:** 16.5 Please clarify from whom Fulton County desires to restrict access to screens and records? Is it sufficient to protect these records with secured access for administrators only?

RESPONSE: *Only authorized staff members should have the ability to see certain screens and records. Fulton County should have the ability to set various user security levels that determines access levels.*

26. **QUESTION:** 16.10 What are Fulton County's standards for internet access?

RESPONSE:

The County standards for the desktop environment are:

- Internet Explorer 6.0 and higher (Service Pack XPSP 2 and higher)
 - Internet Explorer 7.0 and higher (response must support both versions of Internet Explorer)
- The County standards for network protocols communicating externally are:**
- Port 7070
 - Any other ports must be approved by Fulton County Network Security

The County standards for network communication are:

- Ethernet
- Wireless 802.11g
- Wireless Cellular Broadband

27. **QUESTION:** "In section 7, item 7 "Fidelity Bond, and Crime to Include Computer Fraud"; is the bond a mandatory requirement for successful completion of submission for the RFP? This is found on page 7-2 of the RFP.

RESPONSE: See answer to Question #10. Yes this is required.

ACKNOWLEDGEMENT OF ADDENDUM NO. 1

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **June 30, 2010, 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 2010.

Legal Name of Bidder

Signature of Authorized Representative

Title

