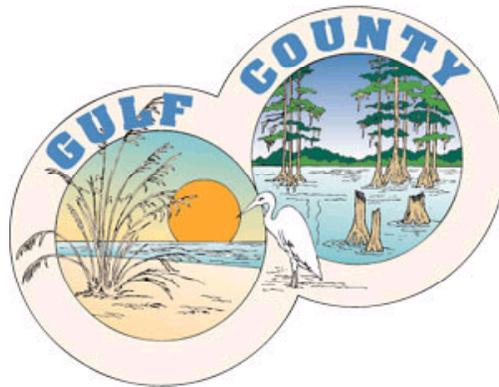


**GULF COUNTY
BOARD OF COUNTY COMMISSIONERS
EMERGENCY MANAGEMENT**

REQUEST FOR PROPOSAL

FOR

EMERGENCY NOTIFICATION SYSTEM



RFP #1314-05

Gulf County Board of County Commissioners
1000 Cecil G. Costin, Sr. Blvd.
Port St. Joe, Florida 32456

Prepared by:
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Gulf County Emergency Management

November 13, 2013

EMERGENCY NOTIFICATION SYSTEM

DESCRIPTION

Gulf County Emergency Management, on behalf of the Gulf County Board of County Commissioners is requesting proposals for a new Emergency Notification System. The Gulf County Emergency Management and its staff work to ensure that Gulf County is prepared to respond to emergencies, recover from them, and mitigate against their impacts. The agency is part of the Gulf County Board of County Commissioners; it is responsible for maintaining situational awareness of count-wide hazards or events, notifying Gulf County EOC staff, and maintaining the Emergency Operations Center.

The Gulf County dispatch center contains a 24/7 communication center and situational awareness hub that serves as the contact point between local and State response partners. This notification solution will function as part of an ongoing initiative to increase situational awareness and notification capabilities within the county dispatch center and EOC, while also serving as the Agency's primary means for mass-notification to Agency staff, Emergency Coordinating Officers, and Disaster Reservists in the event of a County EOC Activation.

CONTRACTOR INSTRUCTIONS

Submission of Proposal

Proposal submissions will be received until **Monday, December 2, 2013 at 10:00 a.m. ET at the Office of the Clerk of Court, 1000 Cecil G. Costin, Sr. Blvd., Port St. Joe, FL 32456.** Proposals will be opened at this same location on Monday, December 2, 2013 at 3:00pm ET.

Contractor responses shall include the cost for providing all services described herein. Any and all details that are provided relating to the Emergency Notification System proposed will be considered and useful to the RFP reviewers.

Please indicate on the envelope **YOUR COMPANY NAME**, that this is a **SEALED BID** and include the **BID NUMBER**.

Transmittal Letter

The transmittal letter must contain the identity of the person authorized to commit the Contractor to a contract, the identity of the individual who can be contacted

regarding proposal content, the identity of any proposed sub-contractors, and the time validity of the offer. An officer of the contractor must sign the letter.

Company Information and Experience

All responses must include ownership information about the contractor, their physical and mailing address, and the identity and contact information for the primary contact person for this RFP. Responses shall also include a description of the contractor's pertinent experience relating to the content of this RFP to include the names, addresses and telephone numbers of all references.

Project Quote Requirements:

The ideal solution will be distributed by a company that primarily developed substantial intellectual hardware or software components of the system, and is not simply being resold by another company.

1. For each "Required Feature" and "Preferred Feature" listed below identify:
 - If the feature exists in your current solution suite, with no further development needed or additional costs outside the base price.
 - If the feature could be offered with additional development, and list the specific cost for each individual feature.
 - If the feature is not available or could not be developed.
2. Identify additional features that already exist within your solution, that are not listed in our core feature request, which could be included in the base quotation at no additional cost.
3. Identify availability of technical support services, hours of availability, and any related costs.
4. All quotes must clearly and implicitly define initial software, software programming and training costs, as well as any recurring costs for support, maintenance, and software updates.
5. The quote should be based on an initial volume of 10,000 unique contacts uploaded into the system, with future expansion anticipated.
6. Please specify your billing structure (per alert, per contact, etc.) based on a yearly contract for these initial 10,000 contacts, with options/thresholds for adding more as the need arises.

7. Also specify your company's ability to support an immediate need (during an emergency activation) for uploading additional contacts beyond our contracted capacity - will the system support this without vendor interaction and then follow-up for additional billing, or will vendor staff have to logically access the system to adjust our account?

DELIVERABLES

The Agency seeks to purchase an emergency notification solution that includes the following features.

Required Features:

- An off-site vendor hosted / Software as a Service (SaaS) solution, with no additional hardware to be purchased by the Agency.
- The applicant must provide the outgoing phone lines necessary to make mass emergency notification calls.
- Multiple, geographically isolated vendor datacenters with redundant power, communications, and hardware. Physical and logical security that meets current FIPS data security standards.
- Delivery Methods: text to speech or recorded voice to landline or mobile telephones, SMS text messages, numerical pages, and email.
- The application must allow for an unlimited number of groups and sub-groups, with administrative features that include multiple levels of security so that key staff can access the entire system, while other managers can only access their specific contacts and send messages only to their authorized group(s) or sub-group(s).
- Administrator-selectable alert flows that determine which device(s) will be notified. The system should be able to automatically and sequentially progress through the contact's communication devices until a response is received.
- Ability to track/report the progress of an active alert, and list/query the specific response of each contact through system generated prompts or raw text/voice data replies per recipient.
- Ability to upload or download contact data from the system, through both a vendor-supplied Graphic User Interface and the API.
- Ability to geo-target alerts based on a region or counties specified in an individual user's profile.
- Ability to filter alerts based on one or many free-text fields in a user's profile.
- Self-registration portal that will allow EOC staff and the public to enter and update their own contact information, specify their notification preferences for certain alerts, and view missed alerts or posted messages.

- For voice calls, one-touch entry into a conference call room for staff to discuss and coordinate initial response actions on a rapidly evolving incident.

Additional preferred features: *(note any additional costs per feature):*

- Additional Delivery Methods: Alpha/numerical pages, attachments on the e-mail messages, social media (minimum of Twitter and Facebook Business Pages).
- Ability to customize the “From” address and name on e-mails sent by the system.
- Ability to customize the caller id “from” number on each voice call based on the group or saved alert the call originated from.
- “Sub Accounts” in the system, where overall system administrators can see and alert all system contacts/groups, but so that sub-account users will have their own “side” of the system that is not clogged up with groups and contacts that they do not have rights to notify.
- Mobile device applications for Blackberry, Android, and iOS that enable both receipt of an alert, or for authorized personnel to send an alert.
- Can the system ingest or produce alerts in a manner that is consistent with the OASIS Common Alerting Protocol (CAP)? If not, will future software updates include CAP-compliant ability?
- Weather Alert Notifications including Severe Thunderstorm Warnings, Tornado Warnings, and Flash Flood Warning issued by the National Weather Service.
- An application programming interface (API) that supports ASP.net / XML based SOAP commands. The API must be able to accept the following data/message parts from an existing in-house situational awareness platform:
 - Geographic coordinates of the incident location.
 - A unique e-mail subject;
 - A unique email report body, including HTML text and embedded images;
 - A condensed text report body for text-to-speech conversion to a voice call;
 - The ability to page a number to a numerical pager; and
 - A call-in number that allows authorized administrators to post a voice message for staff.

QUESTIONS

Any questions regarding the project should be directed to Scott Warner who can be reached at swarner@gulfcounty-fl.gov.