



**SEDGWICK COUNTY, KANSAS
DIVISION OF FINANCE**

Purchasing Department

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[https://www.sedgwickcounty.org/finance/purchasing/
requests-for-bid-and-proposal/](https://www.sedgwickcounty.org/finance/purchasing/requests-for-bid-and-proposal/)

**REQUEST FOR INFORMATION
RFI #20-2007
MASS NOTIFICATION SYSTEM**

February 21, 2020

This is a **Request for Information (RFI)** and it is neither a Request for Bid (RFB) nor a Request for Proposal (RFP). This request is for information and planning purposes and shall not be construed as a solicitation or as any kind of obligation on the part of Sedgwick County. A solicitation for services has not been developed yet, so please do not request a copy of a solicitation at this time. This Request for Information (RFI) is intended to gain information from providers regarding the services described in this document. Providers may also be contacted to discuss their responses.

Any information collected through this RFI process may or may not be used in the future to develop a solicitation for proposals or bids. Providing a response to Sedgwick County does not in any way give an advantage to any particular provider.

Sedgwick County will not award a contract on the basis of responses nor otherwise pay for the preparation of any information submitted or the County's use of such information from this request. Sedgwick County will not critique responses and the RFI should not be used by interested parties to market their products/services. Proprietary information is not being solicited; however, if proprietary information is submitted it will be subject to open records statutes. Responses will be separated from and have no bearing on subsequent evaluations of proposals submitted in response to any resulting RFB or RFP process.

Firms interested in submitting an e-mail response should do so by or before **March 24, 2020 by 5:00 PM CDT** to Josh Lauber at purchasing@sedgwick.gov. Late responses will not be accepted.

Sincerely,

A handwritten signature in black ink, appearing to read "Josh Lauber".

**Josh Lauber
Senior Buyer**

JL/ch

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I. About this Document

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II. Background

Sedgwick County, located in south-central Kansas, is one of the most populous of Kansas' 105 counties with a population estimated at more than 508,000 persons. It is the sixteenth largest in area, with 1,008 square miles, and reportedly has the second highest per capita wealth among Kansas' counties. Organizationally, the county is a Commission/Manager entity, employs nearly 2,800 persons, and hosts or provides a full range of municipal services, e.g. – public safety, public works, criminal justice, recreation, entertainment, cultural, human/social, and education.

III. Project Objectives

Sedgwick County, Kansas (hereinafter referred to as "county") is seeking a firm or firms to provide a Mass Notification System. The following objectives have been identified for this project:

1. Acquire information on a Mass Notification System meeting the parameters, conditions and mandatory requirements presented in the document.
2. Acquire information on contract pricing for maintenance, support and professional service hours with the vendor that has the best proven "track-record" in performance, service and customer satisfaction.
3. Acquire information on a Mass Notification System with the most advantageous overall cost to the county.

The objectives of this Mass Alert and Notifications System include:

1. Provide early alert and notification of emergency situations to the community in Sedgwick County;
2. To disseminate emergency messages during and after an emergency; and
3. To disseminate routine local government information on an opt-in basis.

These objectives will be met via the Mass Alert and Notification System by delivery through multiple and different media paths to ensure that effective and timely messages are delivered.

The proposed solution should be a single, integrated solution offering comprehensive security and built-in redundancy of operations based on the concept of unified messaging and communication application. It should provide for a single, common process to issue alerts or other communication requests over multiple protocols and devices.

IV. Scope of Work

Please respond to ALL of these questions or statements. How does your Emergency Notification System operate or behave related to these specific areas of interest?

1. Mass Alert and Notification System must be redundant with multiple data centers; describe system redundancy. There should be no single point of failure. Data should be stored at two or more separate sites, with switchover and failover features.
2. Is the proposed system fully hosted by the vendor or does it require hardware, equipment, store, etc. to be provided by the County?
3. Please provide uptime data for the system for the past three (3) years. Update data should include scheduled maintenance. Provide specific information regarding any system outage exceeding one (1) hour.
4. Explain whether any of your customers have been unable to deliver notifications due to downtime on your system.
5. Solution should provide the ability for residents to opt-out of receiving notifications. Please detail the method used by residents to opt-out of the system.
6. Solution should support a multi-lingual user interface. What languages are supported? Is the system capable of translating notifications with a user interface option?
7. How are communications through landline as well as local cell carriers guaranteed, where throughput of a very large number of calls into one geographical area must be processed? Your system must support all domestic wireless carriers and wireless phone models. Describe any limitations and how the system addresses delivery to smaller carriers.
8. The proposed system should have the ability to detect local telephone company infrastructure limitations and adjust the volume of calls as needed to increase efficiency. Please explain how you identify requirements for and execute the throttling of calls. Include any provisions for ongoing evaluation of throttling requirements beyond the initial deployment phase.
9. Product Components
 - a. Is your service web-based (HTTPS) or is the interface delivered through the use of proprietary software? Is there a mobile app or mobile web interface available?
 - b. Are there specialized components of your product that must be installed on local devices, e.g., personal workstations, servers, etc.?
10. Does your product afford an industry standard level of physical and logical security for various aspects of the process, including but not limited to the following?
 - a. Importing or exporting of users and associated contact information. This information must be secured (encrypted) during transit and while at rest. Please elaborate on what security measures will be implemented to meet these requirements.
 - b. Provision of unique individual credentials, supporting strong passwords for users with integration with Microsoft Active Directory (Secure LDAP) for user authentication for desktop client communications to and from the service web server.

- c. Communications between the service web server, application server, and database server (as is required by the infrastructure).
 - d. Stored data associated with the County's use and configuration of the service.
 - e. How can users be sure their information is secure and will not be used for any other purposes or sold to third parties? Is there an end user agreement for each user?
 - f. What is the maximum number of users your system can support?
 - g. Please detail best and worst case deliver intervals for each type of message: SMS, E-mail, and voice. Are there any limitations based on number of simultaneous notifications?
11. Your system must support rapid delivery of text messages. Please describe. What are the delivery rate capability and any limitations?
 12. Your system must support rapid delivery of voice messages. Please describe. What are the delivery rate capability and any limitations?
 13. Please describe your SMS delivery architecture. Do you deliver via SMTP or SMPP? If delivery is via SMTP, please detail carrier whitelisting relationships. If SMPP, does your system utilize direct binds or aggregators? What safeguards are in place to ensure message delivery?
 14. Does your system rely on VoIP or SS7? If VoIP, please describe any additional features to prevent quality degradation under high volume or potential DOS attacks.
 15. Does your product allow for delivery, or broadcast, of any length pre-recorded or ad-hoc message to a variety of broadcast mediums, including but not limited to:
 - a. Voice call to landline phones
 - b. Voice call to cellular phones
 - c. Recognition of voicemail and ability to leave a message
 - d. Email
 - e. Text messaging
 - f. Internet Instant Messaging (IM)
 - g. Digital signage
 - h. Website
 - i. RSS
 - j. Social network sites such as Facebook and Twitter. Please list and describe these features.
 16. Does your product allow for the initiation of broadcasts via various methods simultaneously, such as direct webpage access, digital signage, etc.?
 17. Can your product broadcast to multiple contact methods for each contact, simultaneously?

18. Does your product allow for automatic call back if a contact phone number is busy?
19. Does your product provide for a variety of default message templates?
20. Does your product allow for the storage of broadcasts to be initiated at a scheduled date/time?
21. Does your product have accurate and clear text-to-speech capabilities?
22. Does your service allow for the creation of at least one, preferably multiple, global and group administrators? How many administrators are permitted?
 - a. Does your product allow an Administrator to change or update stored messages prior to a broadcast, and also provide the ability to change messages during a broadcast and have that change reflected to the remaining contacts in the targeted contact list of that broadcast?
 - b. Does your product allow for Administrators to pause or cancel a broadcast in process?
23. Does your product allow for the definition of sub-Administrator roles?
 - a. Does your product allow for segmenting the contacts in groups associated with each Administrator, based on the definitions by the Global Administrator?
 - b. Does your product allow Administrators to effect changes within the scope of their authorization domain, such as edits to contact database, broadcast schedules, broadcast messages, configuration settings, etc.?
24. How many users, administrative or otherwise, can access the system simultaneously to activate alerts, perform database maintenance, system maintenance, run report queries, or whatever duties they are assigned?
25. Does your product allow for segmenting the contact database?
26. Please detail your reporting options. Does your product allow for ad-hoc and standard reports related to completed broadcast delivery and performance, including data items such as identifier information of the targeted contacts, time, date, response, number of attempts made, and status codes (line busy, message delivered, etc.) and performance information such as total broadcast start, finish, and elapsed time?
27. Does your product allow for the monitoring of broadcast progress in real-time, including point-in-time successful notifications, responses, etc.?
28. Please describe your system maintenance and how are new features addressed when required.
 - a. Please describe your data backup and recovery policies.
 - b. Please describe your ongoing maintenance and system testing procedures.
 - c. Do you have any third-party monitoring of your system?
29. Please explain how our total database will be populated and the precedence of various types of calling data. Include the total number of contacts, residential and business, that would be included in the pricing provided.
30. Creating a notification should be quick and easy. Please completely explain how notifications are initiated within the proposed system.
31. Please describe any add on options that would be available with the proposed solution (pricing should be provided for any described option on the pricing sheet).

V. Sedgwick County Architecture and IT Standards

Respondents should acknowledge in their response that they viewed the Sedgwick County Architecture and IT Standards and speak to any difficulties they would have in meeting them.

If product proposed is vendor/cloud hosted:

Preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Vendor should provide a list of client requirements.

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc.). How does this impact costs and services?

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list any included backup and recovery capabilities, objectives and estimated timelines.

Vendor should provide secure connections to data and be compliant with any regulatory requirements such as HIPAA, CJIS, and PCI requirements.

Vendor should include interface diagram and security specifics.

If not answered in previous question, please list authentication and security methods for access to the system and system data:

If a hosted solution, Sedgwick County should retain access to data should contracts terminate, the data remains the property of Sedgwick County.

If on Premise (County servers):

The software needs to be able to be supported on current technology standards and future / modern OS releases. Does this system stay up to date with modern software updates -- such as Windows OS or SQL versioning to the latest versions?

If web based, preferably written in HTML 5, not requiring Java, Reader, or Flash needs (vulnerable 3rd party apps) - if any, always the latest version.

Environment and Platforms for on-Premise:

- Install on latest version of Windows -- Windows 2012R2 or newer, 64 bit.
- If web based, browser compatible with Internet Explorer 11+, or other modern browsers.
- If not proprietary or internal database - Latest version of SQL Server Supported (minimum 64bit 2012)
- VMWare 5.5+ compatible and supported.
- Application can be centrally managed:
 - Updates to app
 - Patches to operating system it is on
 - Microsoft Active Directory member
 - Ability to manage through Group Policy
 - If thick client, client can be deployed with minimal configuration needs, fully packaged in .MSI or other sustainable deployable method.

Vendor should list Server and Client resource requirements (CPU, Memory, and Disk Space)

Vendor should indicate data requirements - data growth rate per year (database size, attachments, binaries, backup sizes, etc.).

Vendor should indicate server and application update practices (Include the answers to how to patch the application on the client and server).

Vendor should list network connection requirements.

Vendor should list client application deployment methods (please include how these applications will be updated).

Vendor should list System External Interface requirements (Please include an interface diagram) – Is there any remote connection into the on Premise system needed for support?

If not addressed in previous response, vendor should list authentication and security methods for access to the system and system data.

Vendor should indicate backup methods recommended - any incompatibilities with backup systems on the market?

Software should be compatible with modern antivirus clients (list any needed exceptions or known problems)?

Vendor should list any firewall and security considerations or exceptions needed?

Vendor should list any database or software license needs, purchased outside of this request.

VI. User Training

Describe any training to be provided by the Vendor:

- Identify who and how many resources require training.
- Identify the timing of the training.
- Indicate if training is to be provided at the Department's site or off site.
 - If on-site training is required indicate if the Vendor will be required to deliver training at multiple locations or at one central location.
- Identify location of training facilities.
- Describe the equipment and software to be provided at the training facility.
- Identify any required content for training materials to be provided to trainees.
- Identify any experience/skill requirements for the individual(s) delivering the training.

VII. Required Response Content

Proposers must submit one (1) original, signed hardcopy of their response in a binder along with a complete electronic copy (DVD) or flash drive.

Responses shall be submitted using the format as follows:

Cover Page that includes the Company Name, Company Address, Phone Number, Fax Number, Web Address, Company Contact Person, Contact Person Title, Contact Person Phone Number, Contact Person Email Address

Table of Contents to include the following sections –

Introduction to Company

Capabilities and Experience to include a demonstration of a minimum of five (5) years' experience in similar systems

Comments on the Scope of Work

Acknowledgment and Comments on Sedgwick County Architecture and IT Standards

User Training

Pricing Form

Additional information, if applicable, to include any products and services which are not specifically requested in this RFI, but which are necessary to provide the functional capabilities proposed in this document.

VIII. Request for Information Timeline

The following dates are provided for information purposes and are subject to change without notice. Contact the Purchasing Section at (316) 660-7255 to confirm any and all dates.

Distribution of Request for Proposal to interested parties	February 20, 2020
Questions and Clarifications submitted in writing	March 6, 2020
Questions Answered	March 13, 2020
Request for Information due Date on or before	March 24, 2020

SUBMITTALS are due **NO LATER THAN March 24, 2020 by 5:00 PM CDT.**

IX. Pricing Form

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