



Date: **January 19, 2016**
Solicitation Name: **Mass Notification System and Mobile
Smart Phone Safety Application**
Solicitation Number: **R08328**
Due Date/Time: **February 2, 2016 3:00 PM EST**
Addendum Number: **2**

To All Suppliers:

Bloomsburg University is issuing this Addendum as an addition to or amendment of the original terms, conditions, specifications, or instructions of the procurement.

Changes:

1. Clarification - From Mandatory Requirements 2.e, Personal Safety Timer, how does the University want it to interact with University Police? The information provided in the above-referenced section of the RFP has been replaced with the following:

Students can identify an emergency contact when setting their Safety Timer. During a timer session, the emergency contact will be notified.

2. **New Requirements** - The following are two new requirements for section IV-3, Requirements, A. Mandatory Requirements, 2. Mobile Safety Smart Phone Application and Related Services, of the RFP:

m. Marketing Initiatives - The University requires assistance on marketing initiatives for Mobile Safety. Offerors must provide available options with their technical response.

n. Geo-fence - The University Police Department requires the capability to adjust campus boundaries and coordinates as needed.

3. Questions and Official Answers - Questions received thus far, and Official answers have been posted with this Addendum #2.
4. The sign-in sheet from the Optional Pre-proposal Conference held on January 15, 2016 has been posted with this Addendum #2.

Attach this Addendum to your solicitation response. Failure to do so may result in disqualification.

Thank You,

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**Bloomsburg University Mobile Safety Smart Phone Application and Mass Notification Service
Request for Proposals (RFP) #R08328
Questions and Official Answers – January 19, 2016**

	QUESTION	ANSWER
1.	Are you investigating SaaS solutions? Is this a RFP for a product or for a service solution to build a proprietary system?	The University is seeking to obtain a Mobile Safety Smart Phone Application and Mass Notification Service as described in Part IV, Work Statement of the RFP. One of the RFP Requirements is that the solution must be a SaaS solution. The University hopes to have the selected solution in place no later than the end of May, 2016. However, it is possible that the University could have two Emergency Notification Systems operating at the same time, depending on Contract award.
2.	How many individual panic buttons are you looking for? A rounded estimate is fine too.	The University does not have an estimate at this point as to how many panic buttons it may procure upon award of a contract resulting from this RFP. However, as per “Appendix C, Updated Cost Submittal 12-21-15”: If pricing for mobile smart phone safety application and panic button are dependent upon the number of user, please include pricing information separately with your cost submittal. Estimates on the number of users can be found in Section IV-2, Nature and Scope of the RFP Document. Note: If pricing is tier-based, please also include tiered pricing structure”.
3.	Can companies outside the United States submit a proposal in response to this RFP?	Yes.
4.	Do we need to come to Bloomsburg University for meetings? (waiting for clarification)	Yes, as Offerors may be required to present their proposal on-site for clarification purposes during the evaluation process. Also, there may be a need for the awarded Contractor to come to the campus for meetings after contract award, specifically configuration, training, etc...

5.	Could the awarded Contractor perform the tasks related to the RFP outside the United States?	Yes, as long as the requirements are met.
6.	Can Offerors submit proposals via email?	No, proposals must be submitted electronically via the PASSHE eProcurement website.
7.	<p>Is the system always used to mass notify ALL parties? Or is it segmented?</p> <p>Are all Email/text/voice calls initiated every time the system is used?</p> <p>How often does the University blast notifications out to all users?</p>	<p>As per A. Mandatory Requirements:</p> <ol style="list-style-type: none"> 1. Mass Notification Service, e. Student recipients to only opt out and faculty and staff recipients to opt in; and 2. Mobile Safety Smart Phone Application and Related Services, j. Opt-in for students and employees <p>Also, we currently typically mass notify all on all available contacts. We have sometimes in the past mass notified a subset of our campus, such as all students and all faculty/staff.</p> <p>No, it depends on the scenario. For example, for a snow storm, we may only want text and email. For fluid emergencies we would use all notification methods available. Also, we sometimes notify via groups. For example, notifying students only about scheduling system not being available, etc...</p> <p>It depends on the need for services. At a minimum 3-4 times a year, when the University does testing of the system, plus as incidents occur.</p>
8.	Have you experienced call issues with flooding the cell towers with 12,000 (up to 6x 12,000 = 72,000) calls at once with the existing AT&T system?	No, the current provider, AT&T/RAVE has handled the load easily.
9.	When the system is utilized for mass notification, what is the time requirement for all recipients to receive the notice through voice, email, text, etc.?	As per j. "Solution must give the highest outgoing priority for emergency messages".
10.	What will the total number of subscribers be, including faculty?	Please see response to question #8. Also, as per IV-2, Nature and Scope, there are approximately 10,127 full and part-time undergraduate and graduate students comprising its student body, and approximately 1,111 total faculty/staff (number includes full and part time employees) for the Emergency Notification system only.

11.	Will desktop notification be required?	Yes. However, please reference 2. l, Computer-based Desktop Panic Button in the RFP.
12.	From Mandatory Requirements section 1.f: Which social media outlets are required?	We currently are using Facebook & Twitter. We also are using RSS and CAP.
13.	From Mandatory Requirements section 1.q: Is this authorization for receiving calls of different importance, or creating calls?	Creating calls.
14.	From Mandatory Requirements section 1.t: Does this supersede section 1.q authorization scheme, if 1.q refers to creation?	This is end user and message originators authentication to your web portal. We use a standard for single sign on.
15.	From Mandatory Requirements section 1.v: What information is included in these files? What is the size of this upload?	Full records for students, faculty / staff just enough of a records to receive emails, and allow them to self-register if they want to be notified via phone or text.
16.	From Mandatory Requirements section 2.b: What is the campus wireless infrastructure? Have you standardized on a single provider of AP and network controller? What are the make and model of the APs and network controllers? Are individual buildings segregated?	Cisco. Cisco Wireless Lan Controllers are used. APs are various versions of the Cisco APs used with the Cisco WLC. No, buildings are not segregated.
17.	From Mandatory Requirements section 2.e: What is the method or device for Campus Police to view timer status and receiver timer alarms?	The Offeror should provide a solution to this with their proposal response. Please also see Amendment #2 for changes.
18.	From Mandatory Requirements section 2.f and 2.g: Are these profiles created through Smart911? Is this information pulled from a database? Or is a separate interactive profile page required? If so, is this profile creation mandatory to be implemented on the mobile app, or through a separate web interface? Is the profile required in section 2.g sent to campus police even if the alarm comes from off campus and the profile is sent to Smart911 as stated in section 2.f?	The Offeror should provide a solution to this with their proposal response.
19.	Would you be willing to consider a proposal for satellite based communications as a redundant feature to this system?	This is not a disqualifier as long as we can get pin point locations when the students trigger an alert. However, no students have satellite enabled cell phones.
20.	Does the University maintain the entire network in-house?	Yes.

21.	What telecom system does the University currently use?	Avaya, nearly entirely VOIP.
22.	Do all buildings at the University have provision for Wi-Fi? Does the University use any Wi-Fi monitoring programs?	Yes. No.
23.	What is the University's current internet strategy?	Primary is Kimber with 10g fiber and two circuits, but this changes upon the University's needs and other circuits for intranet as well. Back-up is Level 3 with 300Mbps with some bursting.
24.	Are your local community emergency centers using Smart911 or Enhanced 911?	Enhanced911.
25.	How many different 911 communication centers would need to pick-up our information?	Please reference 2. Mobile Safety Smart Phone Application and Related Services, c and d for this information.
26.	How long does the University expect implementation to begin upon the Notice to Proceed/Fully Executed Contract?	The University's current Contract with Att/Rave expires February 28, 2016. Because the procurement process would not allow for contract award prior to this time, the University will more than likely need to contract with ATT/Rave for another fully 12 months. However, the University would like to implement the new system as soon as possible. It may be possible that the University would have two suppliers providing the Emergency Notification Services for approximately 10-11 months.
27.	What are the University's priorities for implementation with the new system?	Emergency Notification, Mobile Safety App, then desktop Panic Button.
28.	For IV-3. Requirements, A. Mandatory Requirements, 1. Mass Notification Service, h. Initiate messages from any device with internet access such as PC, Laptop, smart phone or PDA, does the University require full functionality through telephone or back-up?	The University is seeking guidance through Offerors' proposal responses.
29.	For the Mobile Safety App, can the awarded Contractor dictate which versions of Mobile Phone operating systems are used?	Yes, however the University would recommend that the most current version is kept up to date.
30.	When calls are initiated to students, must the caller's phone number be displayed?	Yes.

31.	Can the local community or anyone outside the University opt-in on these services?	No for mass notification. However, the University manually enters in the local Fire Chief, Bloomsburg University Foundation, Aramark employees and on-campus Credit Union.
32.	For 2. Mobile Safety Smart Phone Application and Related Services, g. "Automatically delivers a complete caller profile to Campus Police - including current location, medical conditions, course schedule, addresses, campus ID photo, and other critical data to the dispatcher. Explain in detail as to how this will be delivered and portrayed to the University Police Department", how does the University want this information to be provided?	Offerors should provide a response in their proposal explaining their solution for this and how the student information will be gathered.
33.	Can the University provide a Shibboleth contact person for interested Offerors?	The University point of contact is: William Barnes: wbarnes@bloomu.edu The University currently has a portal on the Student Information System (Oracle). However, if the Offeror has done this already, we may consider using theirs.
34.	As far as student profile information, who would provide info.?	The University prefers that the solution is one where students enter their own information.

SIGN-IN SHEET FOR PRE-PROPOSAL CONFERENCE
BLOOMSBURG UNIVERSITY MASS NOTIFICATION SERVICE AND MOBILE SMART PHONE SAFETY APPLICATION
REQUEST FOR PROPOSALS SOLICITATION #R08328
JANUARY 15, 2016 10:00AM

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