



**Solicitation Information**  
**April 7, 2014**

**RFP# 7548640**

**TITLE: UNIVERSITY OF RHODE ISLAND EMERGENCY NOTIFICATION SYSTEM**

**Submission Deadline: Wednesday May 7, 2014 at 11:00 am (Local time)**

Questions concerning this solicitation must be received by the Division of Purchases at [questions@purchasing.ri.gov](mailto:questions@purchasing.ri.gov) no later than **Friday April 18, 2014 at 4:00 pm (LT)** Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

**Thomas Bovis**  
**Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

**Note to Applicants:**

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## **SECTION 1: INTRODUCTION**

The Rhode Island Department of Administration/Division of Purchases, on behalf of the University of Rhode Island Department of Public Safety, is soliciting proposals from qualified firms to provide an Emergency Notification System (ENS), in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at [www.purchasing.ri.gov](http://www.purchasing.ri.gov) . The initial contract period will be 3 years with an option to renew for up to 3 additional years.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

### **INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:**

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).

9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [charles.newton@doa.ri.gov](mailto:charles.newton@doa.ri.gov).

## **SECTION 2: BACKGROUND**

The University of Rhode Island is the state's flagship institution of higher education, and its only public university. The University of RI consists of 4 campuses spread throughout the State of Rhode Island:

### **Kingston Campus**

Located in the historic village of Kingston, the University of Rhode Island is close to the ocean and major beaches. Our 1,200-acre campus is a handsome mix of ivy-covered buildings and contemporary architecture. Just 30 miles south of Providence, URI is within easy reach of Newport, Boston, and New York City.

### **Feinstein Providence Campus**

The University's Alan Shawn Feinstein College of Continuing Education and several other departments are housed at the newly renovated, historic Shepard Building in the heart of downtown Providence. CCE has been serving older students (average age of 40) for more than 50 years and offers a wide variety of degree and certificate programs.

### **Narragansett Bay Campus**

Overlooking the West Passage of Narragansett Bay, this 153-acre campus is home to URI's highly acclaimed Graduate School of Oceanography, one of the top five oceanographic institutions in the country. The campus also houses the University's Coastal Institute on Narragansett Bay, which features an interactive coastal environment exhibit and conference center.

### **W. Alton Jones Campus**

Located in the western section of Rhode Island just 30 minutes from Providence, the Alton Jones Campus features 2,300 acres of pristine forests, streams, ponds, and a 75-acre lake, and is the site of a year-round National Center for Environmental Education. Alton Jones offers conferences and retreats; school field trips; team-building for executives and support staff; and summer day, overnight, and teen camps.

The University of RI's Department of Public Safety is responsible for the safety and security of the students, faculty, staff, and visitors and all internal divisions of this department work together to protect them against injury, fire and other threats and to ensure that the University continues its mission in a safe environment. **The mission of the Public Safety Department is to provide a safe secure environment that supports the delivery of quality academics at the University of Rhode Island.**

The University is fortunate to have a highly professional organization consisting of the following coordinated teams:

- **University Police & Security** - Fully Sworn State Certified Police Officers, Uniformed Non-Sworn Officers, and Residence Hall Security Officers
- **Parking & Transportation Services** - Permit Sales, Planning, and Enforcement
- **Environmental Health & Safety** - Occupational Health and Industrial Hygiene, Hazardous Materials, Chemical Safety, Radiological Safety, and Biological Safety.
- **Fire & Life Safety** - Inspection and Code Compliance & Alarm Services
- **Emergency Management & Homeland Security** - Provides planning and services for preparedness (training, planning, community outreach, public education), response, recovery,

prevention and mitigation and serves as the liaison with other local, state, and federal emergency providers and responders

- **Communications** - Dispatchers who monitor a wide array of telecommunications, radio, video, and alarm systems
- **Administration** - Consists of the Director, fiscal services, clerical support and technical services.

## **SECTION 3: SCOPE OF WORK**

### **Project Definition and Deliverables**

#### **Project Definition**

To purchase and deploy an on-line emergency notification system that is highly configurable and can send messages to as many as 30,000 people in a short period of time. Ease of use and reliability are among the most important criteria being reviewed as part of this assessment.

#### **Project Deliverables**

A fully installed product which is functional to the satisfaction of the University of Rhode Island (URI) Department of Public Safety. Training to include, but not limited to, areas outlined in the following high-level requirements and features.

#### **High-Level Requirements/Features**

The solution must be designed specifically for emergency notification using a dedicated hosted SaaS model (please state clearly if shared hosting or dedicated hosting), combining a SaaS (software-as-a-service) model with an active-active configuration allowing infrastructure synchronization between data centers so that:

1. No hardware is required beyond existing PC/Apple workstations. PC with Microsoft OS Windows 2000 and all later MS OS and Vista, Microsoft Internet Explorer 6.0 or later. Apple with Mac "Lion" OS or later.
2. Set up should be optimized for the University.
3. Upgrades and enhancements are provided seamlessly at no additional cost within the contract timeframe.
4. Separate installation of software and hardware is not required for each customer. If a plug in is required, please state the product and release number (JRE, Flash).
5. Database capacity and phone ports are not purchased by the customer and usage and performance are managed by the vendor.
6. The vendor maintains all infrastructure aspects of the system. (Customer is responsible for collection and contact data management).
7. There are no limits to the number of users who simultaneously access the system
8. Limit number of administrators to 25 who can simultaneously access the system.

9. There must not be any system down time due to system 'fail-over.' The University must be able to seamlessly access the notification system even if the primary data center becomes unavailable. Provide the process utilized during fail-over.

### **Vendor Selection criteria**

The purpose of this section is to describe the criteria that will be used to evaluate each vendor's products and services and to assess its relative competitive position. Functional and technical requirements as outlined in this RFP must be met in order to qualify for further consideration.

### **Evaluation**

The Evaluation Committee of management, technical, and end user representatives of URI will evaluate each presentation and RFP proposal in order to determine the overall best fit based on the following criteria. While the goal is not to reduce the selection to a formulaic calculation, the evaluation activities are designed to provide as much objective evidence of the vendor's capabilities on each dimension important to URI. Additional information such as client peer review will be considered.

### **Evaluation Criteria**

- Functional fit with URI requirements,
- Technical fit with URI requirements,
- Total Cost – both one-time costs to implement the solution and recurring costs,
- Vendor experience, viability, vision and direction, and
- Vendor responses to RFP – requested format, completeness, accuracy, etc.

### **Client Peer Review**

Representatives of URI will also speak with and/or visit several vendor clients to assist with the rating of the vendor's software capabilities, service levels, and responsiveness and performance related to client requests and queries.

The areas that will be reviewed may include, but are not limited to:

- Overall satisfaction (e.g., vendor staff, service, software)
- Functionality used within the application
- Ease of implementation and timeframes for implementation
- Quality and quantity of vendor support, service levels, etc.
- One-time and recurring costs
- Emergence of any "hidden costs"

- Expected versus actual support and service delivery
- System changes/upgrades/modifications: advance knowledge, time, need, costs
- User change request processing and prioritization
- Data security and privacy measures

## **Vendor Responsibilities**

### **Audited Financial Statements –**

The prospective vendor agrees to provide a copy of its most recent audited financial statements, including all notes and supplemental schedules.

### **Trademarks, News Releases, and Confidentiality**

The prospective vendor shall have no right to use URI trademarks, or to refer to URI or any of its entities in connection with this RFP/project, or with its promotion or publication, or issue press releases, without the prior written approval of URI. Such approval by URI shall not be unreasonably withheld. All information and documents provided by URI in connection with this RFP/Project shall be considered confidential and proprietary information of URI and shall not be disclosed to any other party without the prior written approval of URI. Such approval by URI shall not be unreasonably withheld. All documents submitted by Vendor to URI in connection with this RFP/Project shall become the property of URI.

### **Vendor Training Courses and Staffing**

The prospective vendor agrees to define any expected URI staff training needs and staffing costs. The vendor will identify the staffing method (i.e., classroom, train-the-trainer, combination) to most efficiently meet these training needs, including a list of training recommended for each aspect of the project and associated costs. Please include in Training section of **Appendix B** –Cost Proposal Form.

### **Implementation Services/Effort and Staffing**

The prospective vendor is asked to provide information regarding its implementation experience, methodology and resources that will be assigned to this project based on most recent projects. The vendor should also submit an estimate of the total staffing hours (both vendor and University staff) required to implement each piece of the proposed project. The estimate should be based on the vendor's experience with higher education clients of similar scope and complexity to URI. The vendor is also required to provide a proposed project schedule identifying the major milestones, resources and roles, and timeline from the date of the contract award to completion. If the deployment is to be done in phases, then requirements should be broken down by phase and provide a schedule of what resources you included from our employees, affiliates and contractors, broken down by role and competency required throughout the planning, delivery, implementation and acceptance testing of the new environment.

### **Benchmarks**

The prospective vendor is asked to provide the names of three recent implementations at comparable higher education clients. These services should be representative of the level of implementation effort that URI should anticipate. Benchmarks must include the institution name, a contact person, and description of the project scope and duration.

## **SECTION 4: TECHNICAL PROPOSAL**

Narrative and format: The **separate** technical proposal should address specifically each of the required elements:

**1 – Executive Summary** – This part of the response to the RFP should be limited to a brief narrative (2-3 pages) highlighting the vendor’s proposal. The summary should contain little technical terminology and should be oriented toward a non-technical person. As necessary, please provide cross-references to relevant portions of the detailed response including supplemental materials. The Executive Summary should not include costs. Finally, we ask that it include your assessment of your solution’s strengths (i.e., what do you do best), as well as areas where functionality is less robust and/or mature (i.e., areas of least strength).

**2 – Vendor Contact and Background Information** – This section should provide an overview of your firm and the products you are proposing. Please provide all information specified in **Appendix A**.

**3 – Insurance Requirements** – This section should be responsive to the Insurance Requirements outlined in **Appendix C** and will be required of the successful bidder.

**4 – Functional Requirements** – This section should include your responses to the high level functional requirements in **Appendix D**. Responses must contain your response to each high level functional requirement provided in the RFP.

**5 – Cloud Based Service Questions** – This section should include responses to the questions posed in **Appendix E**.

**6 – Vendor Responsibilities** – This section should contain responses to the requirements outlined on page 8. The only section on page 8 not requiring a response is Trademarks, News Releases, and Confidentiality.

**7 – Additional Information** – This may be submitted at your discretion as appendices to your main response. We encourage vendors to include only information that is most pertinent to our RFP. URI is particularly interested in reviewing the following:

- a. Samples of documentation and proposed agreements,
- b. Descriptions of any outsourced functions or subcontractors relevant to your software and identify specific sub-contractors, and
- c. Additional information considered helpful in this evaluation.

**Evaluation and Selection Milestones and Timeline**

Milestone	Anticipated Time Frame	
	Start	End
RFP Release Date	Late March 2014	--
Vendor Responses Due/Notification of Election Not to Submit	Early April 2014	Mid April 2014
Evaluation of RFP Responses	Mid-March 2014	Late March 2014
On-Campus Demonstrations	As Requested	
Anticipated Contract Award	Early May 2014	--
Implementation	Early May 2014	Mid-July 2014
Testing & Activation	Mid-July 2014	Early August 2014

**On-Site Demonstrations**

The University may invite one or more vendors for on-site demonstrations to focus on functionality and technical requirements. In such an event, we anticipate a 1 day campus visit schedule. The format will begin with a solution overview, followed by demonstrations of functional capabilities, technical overview and review of your implementation strategy.

**SECTION 5: COST PROPOSAL**

A separate, signed and sealed, Cost Proposal reflecting the fee structure proposed for this scope of service.

This section should contain a detailed breakdown of both one-time implementation costs, customization costs, and on-going maintenance costs. Responses must utilize the spreadsheet provided in the RFP in Appendix B and reflect *all costs associated with the proposed project* including all one-time, implementation and recurring costs for the product(s) and/or any required third party components.

**Important Note:** A list of high level functional requirements (Appendix D) for the URI Emergency Notification System project has been included as part of the comprehensive Request for Proposal where we have asked you to indicate whether or not the proposed solution satisfies each requirement. If a requirement is supported, all hardware, software, or other items required to make the feature operational must be included in the following cost quotes. Otherwise, URI will assume the feature to be a standard part of the proposed system(s), and the feature will be provided at no additional cost. The respondent shall also specify whether the prices quoted include freight charges, and, for professional services, out-of-pocket expenses in addition to time and materials. All significant components and costs should be itemized as requested within Cost Proposal Form supplied, following the guidance below. Within the section breakdowns, your proposal should also itemize anticipated local, state or federal taxes but exclude these taxes from pricing summaries and totals. In formulating your responses, please keep in mind that URI is a public, non-profit institution for higher education. Any discounts or special pricing offered to similar institutions, or under similar circumstances, should be extended to the University. Your price quotation

must be comprehensive. Any costs not stated in your proposal will be borne by the supplier, unless we specifically agree to it in writing.

## **SECTION 6: PROPOSAL SUBMISSION**

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus (2) copies**) should be mailed or hand-delivered in a sealed envelope marked **RFP # 7548640** to:

**RI Dept. of Administration  
Division of Purchases, 2nd floor  
One Capitol Hill  
Providence, RI 02908-5855**

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

### **RESPONSE CONTENTS**

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at [www.purchasing.ri.gov](http://www.purchasing.ri.gov) in proposal marked "**original**" only.
3. **A separate Technical Proposal** describing the 7 items listed in **Section 4**.
4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project and as outlined in **Appendix B**.

In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-ROM, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Two electronic copies are requested (One for the State and one for the University) and it should be placed in the proposal marked "**original**".

**SECTION 7: EVALUATION AND SELECTION**

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The University of Rhode Island reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

<b>Criteria</b>	<b>Possible Points</b>
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work plan	10 Points
Functional Requirements (Appendix D & E)	25 Points
Suitability of Approach/Methodology	10 Points
<b>Total Possible Technical Points</b>	<b>70 Points</b>
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
<b>Total Possible Points</b>	<b>100 Points</b>

\*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{Available Points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal.

## **CONCLUDING STATEMENTS**

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

**End of Document**

## **Appendix A: Vendor Contact and Background Information**

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### **Corporate Headquarters**

Contact Person and Title

Address

City, State, Zip Code

Telephone

### **Local Sales Office**

Office Name (if different)

Sales Manager Name

Account Representative

Address

City, State, Zip Code

Telephone

### **Local Support Office**

Office Name (if different)

Support Manager

Service Representative

Address

City, State, Zip Code

Telephone

## Appendix A: Vendor Contact and Background Information

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1. Fiscal Year Begins:     Month/Day:
2. Gross sales (Millions) prior fiscal year.
3. Year business started.
4. Principal business.
5. Was application acquired? (Yes/No)
6. Number of clients.
7. Year application was first available as final release.
8. Corporate affiliation, if any.
9. Number of domestic offices.
10. Total number of domestic employees.
11. Number of direct support personnel (exclude sales, marketing).
12. Number of system development personnel assigned to this application.
13. Number of full time telephone support personnel.
14. General names of application software modules currently available for installation.
15. Total number of Higher Ed solutions installed in U.S. in the last 4 years.
16. Total number of systems like those quoted installed in U.S. in the last 4 years.
17. Itemize maintenance and enhancement releases to these modules of the last three years and summarize reasons for releases. Release Number & Date. Product Abbreviation. Reason for Release.
18. Is there a fixed maintenance schedule? If so, please describe.
19. Name of vendor supported local user group. National User Group Officers and contact information.
20. Insurance and workers compensation information.

## Appendix C: Insurance Requirements

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Date requested: \_\_\_\_\_

### **UNIVERSITY OF RHODE ISLAND INSURANCE REQUIREMENTS and TAX FORM (W-9)**

*Please forward this insurance requirement request to your insurance provider*

#### **NO EXCEPTIONS**

The University of Rhode Island requires a current insurance certificate to be on file, with no interruption of coverage, for all vendors/contractors performing, selling, distributing products and services at The University of Rhode Island. Also required is a **COMPLETED AND SIGNED W-9** (Request for Taxpayer Identification Number & Certification). Failure to provide a current certificate will result in removal of your company from our list of acceptable vendors/contractors. Certificates of Insurance covering Liability and Property Damage, Workers Compensation and Automobile Liability Insurance in the amounts set forth in the State's General Conditions of Purchase or The Board of Governor's for Higher Education General Terms and Conditions (<http://www.uri.edu/purchasing/>) naming the "Rhode Island Board Education", the "University of Rhode Island" and the "State of Rhode Island" as additional insured.

#### **INSURANCE REQUIREMENTS** for vendors/contractors:

INSURANCE - All construction contractors, independent tradesmen, or firms providing any type of maintenance, repair, or other type of service to be performed on user agency premises, buildings, or grounds are required to purchase and maintain coverage with a company or companies licensed to do business in the state as follows:

a. Comprehensive General Liability Insurance -

1) Bodily Injury \$1,000,000 each occurrence, \$2,000,000 annual aggregate

2) Property Damage \$500,000 each occurrence, \$500,000 annual aggregate

Independent Contractors

Contractual - including construction hold harmless and other types of contracts or agreements in effect for insured operations

Completed Operations

Personal Injury (with employee exclusion deleted)

b. Automobile Liability Insurance - Combined Single Limit \$1,000,000 each occurrence

Bodily Injury

Property Damage, and in addition non-owned and/or hired vehicles and equipment

c. Workers' Compensation Insurance - Coverage B \$100,000

d. The user agency reserves the right to consider and accept alternate forms and plans of insurance or to require additional or more extensive coverage for any individual requirement. Successful bidders shall provide certificates of coverage, reflecting the user agency as an additional insured, to the user agency purchasing office, forty-eight (48) hours prior to the commencement of work, as a condition of award. Failure to comply with this provision shall result in rejection of the offeror's bid.

## Appendix D – URI Emergency Notification System Functional Requirements

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Provide a robust, interactive, reliable, high-speed notification system that can send notifications to hundreds of thousands of recipients and allow for the recipient to be able to select options for additional information or clarification. The system must be capable of being configured to send notifications to thousands of contacts including campus first responders, EOC teams and staff, and students through various means, including social media. This should include technology for the hearing impaired. It should also be able to integrate with other notification platforms like; outdoor “Blue Light Phone” alert kiosks and indoor fire evac override systems creating interoperability with a single user interface. It should also be a browser based application for access anywhere on the planet.

Using the Response Codes below please indicate if your system meets the system requirements listed in the table in this section. This information will be kept confidential for vendor proprietary information.

Response Code	Definition
<b>1: Meets Requirement</b>	The requirement will be met by the core functionality of the system proposed. This functionality is already operational at other sites.
<b>2: Under Development</b>	Requirement will be met by software that is currently under development, in beta test, or not yet released. Provide target release date.
<b>3: Minor Modification</b>	Requirement will be met with minor modifications to existing software. All work will be performed by the vendor and pricing must be included. This work must be noted in the project plan and schedule.
<b>4: Major Customization</b>	Requirement will be met by major modifications to existing software or by new custom software development. All work will be performed by the vendor and any additional costs must be noted
<b>5: Third-Party</b>	Requirement can be provided through a third-party solution partner. When responding with a 2, vendors must describe how the functionality will be achieved and whether any set-up work will be done by the vendor or customer.
<b>6: Other Tools</b>	Requirement will be met by the use of proposed software tools such as a report writer, query language or spreadsheet. When responding with a 3, vendors must describe how the requirement should be met and whether the set-up work will be done by the vendor or customer.
<b>7: Not Available</b>	Vendor cannot meet requirement.

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## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.1 General Requirements</b>			
<b>1.1.1</b>	<p>The solution must be designed specifically for emergency notification using a dedicated hosted SaaS model (please state clearly if shared hosting or dedicated hosting), combining a SaaS (software-as-a-service) model with an active-active configuration allowing infrastructure synchronization between data centers so that:</p> <ol style="list-style-type: none"> <li>1. No hardware is required beyond existing PC/Apple workstations. PC with Microsoft OS Windows 2000 and all later MS OS and Vista, Microsoft Internet Explorer 6.0 or later. Apple with Mac “Lion” OS or later.</li> <li>2. Set up should be optimized for the University.</li> <li>3. Upgrades and enhancements are provided seamlessly at no additional cost within the contract timeframe.</li> <li>4. Separate installation of software and hardware is not required for each customer. If a plug in is required, please state the product and release number (JRE, Flash).</li> <li>5. Database capacity and phone ports are not purchased by the customer and usage and performance are managed by the vendor.</li> <li>6. The vendor maintains all infrastructure aspects of the system. (Customer is responsible for collection and contact data management).</li> <li>7. There are no limits to the number of users who simultaneously access the system</li> <li>8. Limit number of administrators to 25 who can simultaneously access the system.</li> <li>9. There must not be any system down time due to system ‘fail-over.’ The University must be able</li> </ol>		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
	to seamlessly access the notification system even if the primary data center becomes unavailable. Provide the process utilized during fail-over.		
<b>1.1.1.1</b>	The system must run on most currently used PC configurations (e.g., Windows 2000, XP, 7, Vista, or MAC) and with currently used browsers, including Internet Explorer, Apple Safari, Chrome, Snow Leopard or later, and Mozilla Firefox. Describe the minimum requirements for existing PC workstations to access the notification system.		
<b>1.1.2</b>	The solution must have the capability to initiate 25,000 one minute local or long-distance voice messages in a short period of time and can instantly determine the message capacity of the local infrastructure to be notified then adjust accordingly automatically to not overload the LEC and university PBX.		
<b>1.1.3</b>	Indicate whether the solution has the ability to integrate with computer-aided-dispatch.		
<b>1.1.4</b>	The solution must have the ability to send multiple notifications at the same time to the same or different recipients.		
<b>1.1.5</b>	The system should allow alerts and responses of any length and have the ability to free-form confirmation reply for text from students, faculty, and staff.		
<b>1.1.6</b>	The system should permit the sender to edit messages from each device individually (separate text and know character count per device with spell check).		
<b>1.1.7</b>	The solution must allow for specific certifications for security of data like DIACAP and PHIN. Tell us about your government regulated compliance.		
<b>1.1.8</b>	Your system must have the ability to support native communication path types		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
	per recipient, including all voice path types, email, text message, fax, pager, instant message, and desktop notification.		
<b>1.1.9</b>	The solution must have the ability to integrate and deliver a separate text to other devices (e.g. public address, visual signage, etc) that may read different than the message to the personal devices. Please describe in detail the means and extent of integration capability.		
<b>1.1.10</b>	Vendor must maintain multiple instances of the application running in geographically dispersed data centers. Provide a list of locations and the type of services provided at each data center.		
<b>1.1.11</b>	Data centers must be in an “active-active” configuration mode so that if the application fails in one location, the application seamlessly directs users to a different active site. Any single point of failure within the Vendor’s infrastructure may not exist. Vendor must demonstrate a data center failure and recovery to be considered.		
<b>1.1.12</b>	The solution offered must provide for prioritization of recipients to ensure critical staff are contacted first and for prioritization of events to ensure messages for the most critical type event are transmitted first.		
<b>1.1.13</b>	The solution must provide direct access to major U.S. wireless carrier SMS networks. Direct connectivity to the carriers must be through gateways dedicated for public safety alert traffic only. Vendor shall not be considered compliant if such delivery is through a third party aggregator.		
<b>1.1.14</b>	The system must have a ‘quick-launch’ feature that allows a user to initiate one or more pre-canned notifications from a single click.		
<b>1.1.15</b>	The system must be accessible for launching a notification specialty mobility platform.		

## Appendix D – URI Emergency Notification System Functional Requirements

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
<b>1.1.16</b>	The solution must have the ability to configure the application and be ready for testing within thirty (30) days after the purchase order has been received by the vendor.		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.2 Recipients &amp; Contact Information Management</b>			
1.2.1	The solution must be able to launch an on-the-fly message from a single page with the ability to look at all aspects of that message on the page before launching by using the scroll bar.		
1.2.2	The solution must have the ability to import all or required contact information from an existing database via API and on a scheduled and automatic basis.		
1.2.3	Indicate the solutions ability to be configured by University of Rhode Island to receive automated, real-time feeds from third party data sources, including: National Weather Service, USGS, local and national news sources, third party sensors systems and other sources of information as desired by University of Rhode Island. Provide examples of current customer deployments where automated feeds are being generated and alerted through the solution.		
1.2.4	Is the solution offered capable of sending multiple messages to different groups in the same event?		
1.2.5	Does the solution have the ability to attach a file when sending out messages?		
1.2.6	The solution must have the ability to upload group and escalation information along with contact information.		
1.2.7	The solution must have the ability to export existing recipient and contact information.		
1.2.8	The solution must have the ability to maintain privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.		
1.2.9	The solution must have the ability to allow selected recipients to add or modify their individual contact information and opt-in or out at anytime to RSS feeds created for situational awareness.		
1.2.10	Indicate the solution’s ability to integrate with Smart911 for providing critical care		

## Appendix D – URI Emergency Notification System Functional Requirements

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
	and emergency rescue information.		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.3 Contact Devices</b>			
<b>1.3.1</b>	<p>*The solution must have the ability to notify recipients via:</p> <ol style="list-style-type: none"> <li>1. Email</li> <li>2. Mobile Browser (e.g. iPad, iPhone, Android, Blackberry)</li> <li>3. 1-way and 2-way SMS text message</li> <li>4. 1-way and 2-way international SMS text message</li> <li>5. Instant message</li> <li>6. Phone (landline, mobile, satellite)</li> <li>7. Desktop</li> <li>8. TDD / TTY</li> <li>9. Twitter</li> <li>10. U Stream</li> <li>11. Facebook</li> <li>12. Other social media channels</li> </ol> <p>*Please note any exceptions to the above.</p>		
<b>1.3.2</b>	The solution must allow the notification initiator to select from different device contact sequences; for example, messaging all devices at once, cascade messages to all devices, or overriding prior message to some or all devices.		
<b>1.3.3</b>	The solution must have the ability to receive confirmations on all of the contact devices listed above in 1.3.1.		
<b>1.3.4</b>	The solution must be capable of integrating seamlessly with other clients using your system. The alerting solutions must be able to share information, two way, securely at a confidential and public levels. Describe how your solution has done this successfully, for example with Ipause.		
<b>1.3.5</b>	The system must automatically produce real time management reports on the generation and acknowledgement status of events and users.		
<b>1.3.6</b>	The solution must allow the user to select delivery to certain devices for information based on categories or groups (i.e. weather on cell, school closings on email, etc.		

## Appendix D – URI Emergency Notification System Functional Requirements

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
<b>1.3.7</b>	When recipients are allowed to enter and update their own data, they should have the ability to turn off notification to “opt-out” of the system.		
<b>1.3.8</b>	The solution must have the ability to notify recipients with special needs through TDD/TTY.		
<b>1.3.9</b>	Does the solution offered provide for multiple levels of event security, to allow for compartmentalization of messages as needed or desired (i.e. the top officials might receive more detailed /specific data than the lower-echelon responders)?		
<b>1.3.10</b>	The solution must have the ability to override call-blocking.		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.4 Group/Team/Organization Administration</b>			
1.4.1	The solution must have the ability to create groupings of recipients. For example, by team, department, or division.		
1.4.2	Does the solution have the ability to create hierarchical groups and sub-groups in order to appropriately reflect an organization’s structure?		
1.4.3	The solution must have the ability for a recipient to be a member of any number of groups.		
1.4.4	The solution must have the ability to identify one or more “group managers” for any particular group.		
1.4.5	The solution must have the ability to restrict visibility of Managers to their groups’ member and notification information only.		
1.4.6	The solution must have the ability to assign multiple administrators complete access to all functions and user data.		
1.4.7	In addition to having the ability to create groups within an organization, the ability to set up an organizational hierarchy where the administrators of the primary organization can view and send notifications to all secondary organizations and their groups and recipients.		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.5 Initiating a Notification</b>			
1.5.1	The solution must have the ability to initiate a notification per 1.1.1 via the vendor’s secure SSL website.		
1.5.2	The solution must have the ability to initiate a notification 24x7x365 via any mobile device or desktop with internet access.		
1.5.3	Vendor must provide 24x7x365 message initiation assistance via a toll-free number.		
1.5.4	The system must have a “quick-launch” feature that allows a user to initiate a notification from a single screen after logging in to the system.		
1.5.5	The system must be accessible for launching a notification using a POTS line.		
1.5.6	The solution must have the ability to initiate a notification directly from another application through an API - Application Programming Interface so that recipient data can be maintained in another system and notifications can be initiated directly from another application. This process should be provided through a web-services API using a standards-based SOA (service-oriented architecture). In addition to initiating the notification, the API should also handle cancellation and status reporting of the notification.		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.6 Selecting Recipients for a Notification</b>			
<b>1.6.1</b>	The solution must have the ability to set up user-defined fields in the profiles of notification recipients. The solution must have the ability to select notification recipients based on <u>user-defined</u> fields (e.g., to send the notification to recipients in a particular location).		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.7 Creating Messages</b>			
1.7.1	The solution must have the ability to send both a recorded message and a text message in a single notification to all recipients for delivery to appropriate devices.		.
1.7.2	The solution should have the ability to select a file containing a recorded message for inclusion in a notification.		
1.7.3	The solution must have the ability to enter a message in text and have it converted to speech (i.e., “text-to-speech” conversion) for delivery to appropriate devices.		
1.7.4	There are multiple languages spoken in the U.S.. The major ones include: English (US), Spanish (Latin American), French, Tagalong, Vietnamese, German, Korean, Samoan, Russian, Ukrainian, both Chinese, Japanese, and Farsi. The solution must have the option to convert text to one or more of the major languages spoken with the correct syntax of that language from English.		.
1.7.5	The solution must have the ability to create and save pre-recorded voice and text messages for later use in notifications.		
1.7.6	The solution should have the ability to attach and send documents to a text-based device.		
1.7.7	The solution should have the ability to provide a searchable library of message maps to incorporate into notifications. (e.g. pandemics, earthquakes, hurricanes, etc.)		.
1.7.8	The solution must include a confirmation window (for safety) to be confirmed prior to actual launching of the message after you push “send” to launch the notification.		
1.7.9	The solution must allow for separate message content to be sent to devices and include a spell check.		

## Appendix D – URI Emergency Notification System Functional Requirements

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
<b>1.7.10</b>	The solution must have a character count for each separate message content so that email may receive a higher character count than SMS in the same message being sent .		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.8 Notification Delivery Features</b>			
1.8.1	The solution must have the ability to make redial attempts as required per notification.		
1.8.2	The solution must have the ability to require a confirmation (or not).		
1.8.3	The solution should have the ability to set up recurring notifications.		
1.8.4	The solution must have the ability to escalate notifications when the intended recipient has not confirmed receipt of a notification.		
1.8.5	The solution must have the ability for originator and recipients to predetermine specific device types for delivery of a notification.		
1.8.6	The solution must have the ability to schedule any type of notification to be sent at a future date and time.		
1.8.7	The solution must have the ability to select the number of delivery attempts through all recipient paths.		
1.8.8	The solution must have the ability to distinguish when a live recipient is reached vs. when an answering machine or voicemail has been reached on voice-delivered devices.		
1.8.9	The solution must have the ability to leave a message when a voice-delivered message reaches an answering machine or voicemail.		
1.8.10	The solution must have the ability to tailor the GUI to appear as it's entity's own system (with logo, colors, custom name, etc).		
1.8.11	The solution must have the ability to allow recipients to confirm a notification via a key press on voice-delivery devices such as telephones.		
1.8.12	Message recipients must be able to confirm a notification via email or text message.		

## Appendix D – URI Emergency Notification System Functional Requirements

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
<b>1.8.13</b>	The solution should have the ability to target more than one other MNS layer besides personal alert (e.g.- outdoor high-powered horns and indoor fire override) on-the-fly during an event.		
<b>1.8.14</b>	The system should include Satellite radio emergency notification alerts and be interoperable with any local radio bands if need be.		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.9 Conference Notification</b>			
1.9.1	Describe the solution's conference notification and record mainenance features.		

## Appendix D – URI Emergency Notification System Functional Requirements

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
<b>1.10 Scenarios</b>			
<b>1.10.1</b>	The solution must have the ability to pre-position a set of notifications each with pre-set message templates that relate to a single situation or scenario to quickly alert.		

## Appendix D – URI Emergency Notification System Functional Requirements

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
<b>1.11</b>	<b>Geographic (GIS) Based Notification</b>		
<b>1.11.1</b>	Describe the Geographic (GIS) based notification features of the solution if available.		

## Appendix D – URI Emergency Notification System Functional Requirements

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.12</b>	<b>Reporting</b>		
<b>1.12.1</b>	The system must provide a real-time (not refreshed) reporting tool to track confirmation of messages.		
<b>1.12.2</b>	The solution must have the ability to view history of notification results.		
<b>1.12.3</b>	Notification broadcast results reports must contain the following information: 13. Name of the notification 14. Date and time of the notification broadcast 15. Name of the person who initiated the broadcast 16. GIS spatial information 17. Summary statistics including total recipients, total confirming receipt/not confirming receipt.		
<b>1.12.4</b>	The solution must have the ability to view notification results by either confirmed or non-confirmed responses or both.		
<b>1.12.5</b>	The solution must have the ability to capture and view “polled” responses whether they are selected responses (e.g., press 1 for yes; press 2 for no) or an informational response to a polling question (e.g., a phone number, a date, or a quantity).		
<b>1.12.6</b>	The solution must have the ability to produce ad-hoc reports using all application data.		
<b>1.12.7</b>	The ad-hoc reporting capability must have the ability to view multiple notifications in one report.		
<b>1.12.8</b>	The solution must have the ability to track and report on user-defined fields (such as division or building location).		
<b>1.12.9</b>	The solution must have the ability to export all ad-hoc report data in standard text format.		

**Appendix D – URI Emergency Notification System Functional Requirements**

<b>Req No.</b>	<b>Requirement</b>	<b>Response Code</b>	<b>Comments / Explanation</b>
<b>1.13 Customer Service &amp; User Support</b>			
<b>1.13.1</b>	Online documentation must be provided and be understandable by non-technical users. A training simulation page should be available and downloadable as a client.		
<b>1.13.2</b>	Customer service and message initiation assistance must be staffed with live support staff at all times and available 24x7x365 via toll free number.		
<b>1.13.3</b>	Training materials should include both general overview on concepts, and detailed hands on exercises. Training should be offered both on-site and web-based.		
<b>1.13.4</b>	An implementation plan must be provided for installation, testing and implementation.		
<b>1.13.5</b>	Maintenance support must include new versions, upgrades and patches that are issued during the term of the contract.		

**Appendix D – URI Emergency Notification System Functional Requirements**

Req No.	Requirement	Response Code	Comments / Explanation
<b>1.14 Security</b>			
1.14.1	The solution offered must be capable of being provided as: (i) a fully hosted solution; Describe how your solution meets this requirement and provide examples hosted versions are currently deployed.		
1.14.2	The system co-location facilities must be housed in a SAS 70 Type II certified facility. Disclose whether or not your facilities have this certification and describe your physical security.		
1.14.3	All network and application servers must be “locked down” with no extraneous services running on them. Describe your network security.		
1.14.4	The solution must have security to prevent inappropriate use and to maintain data privacy. This includes login/password authentication.		
1.14.5	SSL must be used to transmit data across the internet. Describe your transmission security.		
1.14.6	Key data must be encrypted in the database. Describe your database security and encryption practices and techniques.		
1.14.7	Vendor staff must have undergone personnel security training. Describe the training.		
1.14.8	All address data, county data, poll data, contact data and any or all data files or system provided or supplied for the solution are confidential and proprietary. May ONLY be used for the operation of the solution. Vendor can not copy, distribute, transfer, sublicense or use this data for any purpose other than for the operation of the system (agree or do not agree).		

## Appendix E: Cloud Based Service Questions

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1. What are your service evaluation options (terms for trial service)?
2. Is your solution Multi-tenant or a dedicated hosted solution?
3. Describe the technology the service is built on.
4. Does your solution rely upon any 3<sup>rd</sup> party service providers?
5. Describe your strategy for handling the growth of your service along with your current growth trajectory.
6. Please detail the number of data centers you have along with their locations, and other pertinent information including whether your data centers are private or co-location facilities. Describe the physical security standards your data centers.
7. What is your ability to continue operations in case of datacenter loss (full/partial)? (RTO, RPO, ...)?
8. Do you have a Formal Business Continuity Plan? If so, please provide a copy.
9. Detail your data restore capability and procedures.
  1. Do you have the ability to restore previous versions of stored data (RTO, RPO); ability to restore to point in time due to end-user error, data retention standards, data restore testing?
10. Please share your audit standard and availability (SAS70 report)?
11. Detail your application security including penetration testing standards and results, encryption standards, on the wire and at rest, access control and permissions, audit logging, etc.
12. Describe your data privacy policy.
13. Describe data ownership (language regarding ownership of end-user data).
14. What are your availability objectives (e.g. 99.999)?
15. What are your performance objectives (End-user response times)?
16. Please indicate your integration points and methodology/protocol including integration with:
  - Other Enterprise systems
  - Enterprise authentication (SSO?, SAML2?)
  - Enterprise authorization infrastructure
  - Enterprise user provisioning infrastructure
  - Data export methodology

## Appendix E: Cloud Based Service Questions

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17. What are your data reporting capabilities and methodology?
18. What is the availability of standing pre-production testing and staging environments to test integrations, configurations and modifications? What are the:
  - Number of environments allowed?
  - Additional costs, if any?
  - Ability to migrate configurations and modifications from one environment to another?
  - Ability to restore data from one environment to another?
19. What is the service upgrade schedule? What are the end-user validation procedures for service upgrades?
20. How do you notify customers of planned system updates and planned outages?
21. How do you address monitoring and notification of unplanned system outages?
22. What is URI's ability to modify or customize service? If customizations are possible, what technology/skillset is required for local mods?
23. What is your mechanism for requesting changes to service?
24. Please provide information on Desktop requirements as follows:
  - Minimum desktop requirements?
  - Windows/Mac/Tablet/Mobile device support?
  - Fat client?
  - Supported browsers?
  - Browser plugin requirements?
25. Please provide accessibility compliance information (e.g Section 508 compliance). Do you maintain VPAT's?
26. Describe workstation(s) configuration recommended for use with this proposed solution.
27. Detail the availability of training (Customer Admin, Customer end user).
28. What are the customer skills required to administer and support the service?
29. Detail your support standards and SLA's 24x7? Call-in? Web based self-support? Email? Customer technical forums? Number of support contacts, etc.
30. Detail your roadmap in terms of plans for future features and functionality.