Boone County Fiscal Court
Boone County, Kentucky

Request for Proposal
Mass Alert and Notification System

Pre-Proposal Meeting
December 1, 2016
2:00 p.m.

Proposal Due
December 15, 2016
2:00 p.m.
1. INTRODUCTION

The Boone County Fiscal Court (hereinafter referred to as BCFC) is seeking proposals for a Mass Alert and Notification system. The BCFC desires a high-speed, vendor hosted, automated communication system to deliver both emergency and routine notifications by voice and/or text to all types of devices.

2. OBJECTIVES

The objectives of this Mass Alert and Notification System include: 1) to provide early alert and notification of emergency situations; 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 different media 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 a 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.

3. EXAMINATION OF JURISDICTION AND RFP

Before submitting a proposal, prospective proposers shall make all investigations and examinations necessary to ascertain conditions, requirements and any potential obstacles. Proposers shall carefully examine the specifications, acquaint themselves with the jurisdiction and otherwise thoroughly familiarize themselves with all matters which may affect performance. Prospective proposers are also strongly encouraged to attend the pre-proposal meeting. Failure to make such investigations and examinations shall not relieve the successful proposer from the obligation to comply, in every detail, with all provisions and requirements of the submitted proposal nor shall it be a basis for any claim whatsoever for alteration in any term or payment required by the Agreement. The act of submitting a proposal shall be considered as meaning that the proposer has so familiarized themselves and, therefore, no concession will be granted by the BCFC because of any claim of misunderstanding or lack of information. Proposers are expected to read and study all specifications with special care and to observe all the requirements.

Discrepancies, ambiguities, errors or omissions noted in these specifications by proposers should be reported promptly to the BCFC for correction or interpretation prior to the date proposals are due. Any questions or request for clarification must be provided to Mark Ihrig (via email: mihrig@boonecountyky.org or U.S Mail: P.O. Box 900 Burlington, KY 41005) in writing and will be responded to in writing.

4. PROPOSAL/BID INSTRUCTIONS

1. On December 1, 2016 at 2:00 pm (local time) a pre-proposal conference will be held in the first floor Fiscal Courtroom of the Boone County Administration Building, 2950 Washington Square, Burlington, KY 41005, to address any questions potential proposers may have. This conference is not mandatory; however, attendance is strongly encouraged.

2. Proposals must be received by December 15, 2016 at 2:00 pm. Proposers must submit one (1) signed original and five (5) complete copies of the proposal. Any proposal received after the time stipulated will not be considered, and will be rejected and returned unopened to the
proposer. Proposals shall be addressed to: Boone County Fiscal Court Second Floor, Administration Building, 2950 Washington Street, Burlington, Kentucky 41005. Envelope must be sealed and clearly labeled: "SEALED PROPOSAL: Mass Alert and Notification System".

3. Proposers will provide a cover page for their proposal to include: Company Name, Company Address, Phone Number, Fax Number, Web Address, Years in Business, Years Providing Emergency Notification, Company Contact Person, Contact Person Title, Contact Person Phone Number, Contact Person Email Address.

4. In addition to any other materials provided to BCFC in response to this RFP the proposer will provide an Executive Summary of the proposed solution in no more than two (2) pages.

5. Products and services which are not specifically requested in this RFP, but which are necessary to provide the functional capabilities proposed should be included in the proposal.

6. All addenda will become part of this RFP. No allowance will be made after proposals are received for oversight, omission, error or mistake by proposer.

7. All proposals and any accompanying documents become the property of BCFC and will not be returned.

8. BCFC will not be liable in any way for any costs incurred by proposers in the preparation of their proposals in response to this RFP nor for the presentation of their proposals and/or participation in any discussions or negotiations.

9. BCFC reserves the right to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications, and/or amendments as it may deem appropriate.

10. Proposals will be opened publicly and names of the proposers will be read aloud.

11. BCFC reserves the right to waive minor irregularities in proposals, provided that such action is in the best interest of BCFC. Any such waiver shall not modify any remaining RFP requirements or excuse the proposer from full compliance with the RFP specifications and other contract requirements if the proposer is awarded the contract.

12. All proposals shall be a matter of public record subject to the provisions of Kentucky law.

13. The BCFC may require some or all proposers to make oral presentations in order to clarify their proposal.

14. No proposal may be withdrawn for a period of sixty (60) days after scheduled time of receipt of proposals.

5. QUALIFICATIONS AND EXPERIENCE

Proposers submitting a proposal should fully answer or provide the following regarding their qualifications and experience. For the purpose of this RFP all proposer responses should be relevant to local government and should not include data, statistics or examples from school systems or business applications.
a. The proposer should demonstrate full knowledge and understanding of the specifications and requirements for designing and deploying a mass alert and notification system and ability to meet defined specifications.

b. Proposers should demonstrate a minimum of five (5) years experience in similar systems.

c. The proposer should provide a minimum of five (5) references for local governments of similar size and scope in which similar specifications are utilized and at least two (2) references of integrated solutions which include all or multiple components of the specifications included in this RFP.

d. Proposers should provide a minimum of ten (10) non-testing instances where your proposed system has been effectively used to complete a high volume of calls for emergency situations in a similar size community.

e. The proposer proposed solution should have a proven track record of technical development and deployment integration with the Federal Emergency Management Agency (FEMA) Integrated Public Alert and Warning System (IPAWS).

f. The proposer should provide evidence of financial strength sufficient to support the management and deployment of the system.

g. The proposer should provide a written Quality Assurance (QA) Program describing the quality of both their product (hardware, software, and documentation) and services. Warranties or other quality assurances should also be provided.

6. SYSTEM REQUIREMENTS

Proposers submitting a proposal should comply with the following specifications and their proposals should provide details which demonstrate compliance. Wherever the proposer cannot comply with any specification this fact should be identified along with an explanation and any proposed solution. All proposer responses should be relevant to local government and should not include data, statistics or examples from school systems or business applications.

The following are the specifications for a Mass Alert and Notification System for the BCFC.

6.1 SYSTEM ARCHITECTURE, DIALING, INFRASTRUCTURE AND SECURITY

1. The proposed system shall by fully hosted by the vendor requiring no additional hardware, equipment, storage, etc. by BCFC.

2. Proposer should provide a web-based system which provides BCFC the ability to access the system via a secure internet connection from any computer, tablet or smart phone in order to send out alerts and notifications.

3. Proposer should identify the number of administrators permitted.

4. Proposed system should allow access for at least 75 users activating all types of alerts and notifications (including GIS mapping alerts), database maintenance, system maintenance, report queries, or whatever duties their assigned security level allows.
5. The system should recognize authorized users and allow administrators to limit user access to appropriate security levels. For example, the Public Works Department users may be permitted to send notices for road closures but would not be able to access the emergency alerting capabilities of the system.

6. Proposer should have robust hardware and a geographically redundant system across the United States of America with failover mechanisms in place. Proposer should describe its system in full, identifying all locations of its servers/facilities, redundant systems in place, and its means for guaranteeing delivery of the services described in this RFP. Describe the system’s security and redundancy where there is no single point of failure. What happens if proposer’s main server fails? Describe redundant systems in place to ensure system availability. Server failover should happen without human intervention and without need for prior action upon impending system failure.

7. Please provide uptime data for the system for the past three (3) years. Uptime data should include scheduled maintenance. Provide specific information regarding any system outage exceeding one (1) hour.

8. Explain whether any of your customers have been unable to deliver notifications due to downtime on your system. Please provide the cause of the outage, length of downtime and how the situation was resolved.

9. Proposer should operate and maintain their outgoing calling infrastructure. Please indicate if proposer uses third party provider service level agreements (SLA).

10. 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.

11. Proposer’s system should have ability to throttle calls based upon user designated severity/importance of the notification. Please describe.

12. Proposer should describe in their proposal the speed of message delivery by providing an explanation of the capabilities of their system (i.e. calls per minute based upon length of message).

13. Must be capable of sending out messages, at a minimum, via:
   a. landline
   b. cell phone
   c. e-mail
   d. text messaging
   e. VoIP
   f. social media

14. Proposer should propose various service level options at least one of which includes unlimited phone call-out minutes at one set fee regardless of the number of calls made or minutes used during the call, SMS text messages, and emails.
15. The proposed system should assign the Caller-ID number and read-out for the outgoing calls based upon the individual phone number and name of the department/agency that is sending out the notification.

6.2 CALLING DATABASE MANAGEMENT

1. Proposer should provide a database comprised of residential and business data for Boone County including geocoding service at no additional charge.

2. 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 upon contract award.

3. Explain whether the proposer’s product allows administrative users to filter contacts by different characteristics, such as classification, opt out status, and those with at least one phone number, email, SMS device registered, etc.

4. Proposer’s system must have the ability to create customized rosters/lists of individuals who will be routinely or intermittently contacted.

5. Proposer should describe in their proposal the means for loading contact information into its system (automated upload/download capability accomplished with a simple comma delimited file and direct entry into proposer’s system).

6. Within the roster/lists it should be possible to set rules to manage each of their devices. For example: to only send to a given device if user does not respond within X number of minutes or only send on specific days and times.

7. The contact information database should have data import and export capabilities using industry standard formats and API’s (e.g. Excel, comma delimited, MS SQL, Active Directory, etc.).

8. Proposed system should include a citizen access web portal which allows the citizen the opportunity to register into the system, identify their location on a map; opt-in to various notifications the BCFC may choose offer and the ability to login to update their devices, manage their contact information and change their notification settings. Describe how the opt-in process is managed and how long it takes for that data to be available for use. Describe how the system will prevent access by a “bot” or other inappropriate access.

9. Describe how the vendor will keep the proposed system database up-to-date and current? Is there additional cost associated?

10. System should have the capability to manage data from all sources to prevent duplication. How does the proposed solution handle duplicate records?

11. Please describe your process for periodically removing inactive phone numbers from the database.

12. System should have the ability to allow residents to opt-out of receiving notifications. Please detail the method used by residents to opt-out of the system.

13. Describe how you ensure that contact data is protected from reselling and other exploitations.
14. System should have the capability to import data from a 9-1-1 database and segregate this data from all other contact data. Please describe any costs associated with such an import and the manner that data remains segregated.

15. Describe your methodology for cleansing 911 data. Does your system use every record provided in the 911 database? How are multiple lines within large institutions handled?

16. Describe how you restrict all (or part) of the 911 data from specific users or calls.

17. Provide the percentage of our residents that would not be included in the proposer-provided database and explain why.

18. Knowing that typically community opt-in rates are very low, please provide at least three (3) examples of your success in obtaining resident and business phone numbers as well as alternate contact methods. Please provide the percentage of the total database that has been provided by citizens in your examples.

19. How does the proposer provide support in notifying our community of the features and encourage enrollment in the system after the proposed solution has been implemented? Is this service only available at system implementation or annually for the service term?

6.3 MESSAGE CREATION AND DELIVERY

1. Creating a notification should be quick and easy. Please completely explain how notifications are initiated within proposed system.

2. System should have the capability of being activated by BCFC from a mobile application. Please explain the functionality provided by the application. Clearly indicate any functionality not available when activating from the mobile application.

3. Should be capable of sending out both emergency notifications and on an opt in basis other citizen notifications the BCFC may choose offer (i.e. weather alert, road closures, boil water advisory, missing person alert, hydrant testing notification, parks and recreation information, etc.).

4. System should have the ability to prioritize messages (i.e. High, Medium, Low).

5. Should have the ability to record live voice or send pre-recorded and/or uploaded voice files.

6. System should include an accurate and clear text-to-speech feature for notifications. Describe the solution.

7. The system should have the ability to create scenarios and store prepared messages to be initiated in the future.

8. Proposer should describe the ability of their system to execute multiple notification requests simultaneously (i.e. different messages delivered to different groups of contacts at the same time). Explain any impact execution of multiple notification requests may have on delivery times.
9. The system should have the ability to recognize human voice vs. an answering machine and wait until the outgoing message from an answering machine or voicemail has ended prior to leaving the emergency notification message.

10. Proposer should explain what happens when voice mail is reached? Is it considered a successful delivery? Do documented results indicate that voice mail was reached rather than a live person?

11. Proposer should describe its definition of a successfully delivered message for each notification method available.

12. Proposer should define “unsuccessful delivery” and the circumstances or causes for a message delivery to be unsuccessful whether it is text, voice, and/or email.

13. Proposer should describe its ability to detect unsuccessful delivery of a mass notification message.

14. Explain what capability the proposer has for identifying contacts and contact phone numbers and email addresses that fail to receive text, voice, or email messages when a roster notification is sent.

15. Proposer should describe its ability to resend to those telephone numbers or email addresses that failed to receive an initial attempt.

16. BCFC requires the ability to terminate any message notification in progress. Proposer should describe its ability to cancel or terminate the process in the middle of sending out an alert or mass notification message. Describe this capability for text, voice, and email.

17. Explain whether the proposer’s product allows for message expiration.

18. Explain how the proposer’s product will allow BCFC to create response needed messages that include questions and prompts for the recipient to answer by voice reply or the pressing a numeric key. Give an example.

19. The BCFC desires the ability to send alerts in multiple languages. Please list the languages you support.

20. Proposed system should have the ability to schedule alerts/notifications and have daily, weekly, or monthly reoccurring alerts/notifications.

21. Proposed system should have the ability to attach files to outgoing messages.

22. When used to notify internal personnel, the proposed system should have the ability to advance the message to another person or a group of people if the first person did not respond on any of their devices.

23. When used to notify rosters:
   - The proposed system should have the ability to query recipients regarding their availability and ETA using automated prompts.
   - The proposed system should include the capability to create and customize queries.
The proposed system should have the ability to view message responses in real time.
The proposed system should be capable of capturing feedback from automated prompts in comprehensive reports.

24. Proposer should specify (separately for text and voice) how many messages it can deliver per minute and per hour independently listing all priority levels if time delivery varies.

25. Explain any client priorities your system may have, for example, during a large scale event affecting a region or multi-state area.

26. Proposed system should include an Application Programming Interface (API) for integration with Facebook and Twitter to post notifications sent through the system.

27. Proposed system should include the ability to update multiple Facebook/Twitter pages by user designation.

28. The proposed system should include a mobile application for public use. The application should at a minimum allow the user to change their registration and opt in or out of notifications. Fully describe the function and all capabilities of the proposed mobile application. Fully disclose any cost to the public for download or use of the application including any required or optional in app purchases.

29. BCFC is interested in any ability for the public to provide information to BCFC during an incident or event. Fully describe any mobile application(s) you may provide which would allow for this. Explain how the application would serve the BCFC and how citizens will interact with the application. Indicate if the cost for this service is included in your proposal or an additional cost. Indicate any cost to the citizen user to download or fully use the application.

30. Proposer should have a Memorandum of Agreement (MOA) with the Federal Emergency Management Agency (FEMA) and the proposed system should provide integration to the FEMA Integrated Public Alert and Warning System (IPAWS) for the following functional categories:
   a. Interop (COG-to-COG): Capability to exchange situation information between Collaborative Operating Groups (COGs) via Common Alerting Protocol (CAP) and/or Emergency Data Exchange Language Distribution Element (EDXL-DE). CAP 1.2 and EDXL-DE
   b. Post NWEM: Non-weather emergency message (NWEM) authoring interface for the National Weather Service HazCollect system. CAP 1.2
   c. Post EAS: Emergency Alert System (EAS) authoring interface. CAP 1.2
   d. Post CMAS: Commercial Mobile Alert System (CMAS) authoring interface. CAP 1.2
   e. Retrieve/Disseminate: System polls IPAWS-OPEN to retrieve and/or disseminate alerts CAP 1.2

31. BCFC desires that the proposed system include alert origination and dissemination tools compliant with Common Alerting Protocol (CAP) version 1.2 and additional requirements of the Organization for the Advancement of Structured Information Standards (OASIS) IPAWS Profile specification to work with all IPAWS alert dissemination systems.

32. Proposer should specifically detail if IPAWS is integrated into the application core or offered as a stand-alone application.
6.4 MAPPING AND GEOGRAPHIC DATA SELECTION

1. The proposed system should include the use of a GIS mapping interface that allows the user to designate an area to be notified with the following functions at minimum:
   - Circle with a given radius
   - Predetermined geographic areas (zip code, evacuation zone, imported layer, etc)
   - User-defined polygon
   - Buffer from selected feature
   - Multi-ringed buffer from site (1, 2, 3 mile radius, etc)
   - Imported Images (i.e. plume model)

2. Proposer should fully describe the mapping utilized and the geographic selection features which will be part of their solution.

3. System should allow the user to select multiple contiguous or non-contiguous areas for notification. Please describe the method used for such selections.

4. System should have the ability to import ESRI “shape” files and save these areas for future use. Please explain any limitations to such a feature including any data structure requirements such as datum.

5. System should be able to add custom mapping layers.

6. The system should have the ability to designate specific addresses while determining a radius around these target areas.

7. System should easily enable user to broaden notification area and re-launch message to new selections and prior non-connects. Previous message recipients should not receive the message again.

8. System should have the ability to prioritize notifications closest to the event location and systematically expand outward.

9. System should be able to notify citizens targeted down to the street level including address ranges and odd/even street addresses.

10. System should be able to geo-code all address data at entry. Please explain how the proposed solution can prevent Centroid geo-coding practices.

6.5 MONITORING AND REPORTING

1. The BCFC prefers a system with real time monitoring of delivery results. Proposer should describe their system’s ability to allow users to monitor the delivery of messages in real time for both text and voice messages. That is, does the system provide real time reports on message delivery success/fail? Proposer should describe all real time reporting capabilities of its system for all message delivery methods.

2. Proposer should describe all of its system’s reporting capabilities. The system should provide reporting reflecting:
1) Notification content;
2) Recipient/Group list;
3) Time of transmit by each device by each recipient;
4) All attempts with specific results;
5) Recipient responses;
6) Summary of responses and time notification was closed.

3. Proposer must provide samples of their standard reports.

4. The system should allow historical reporting available for all the above information for at least one year for viewing or upload to other reporting databases.

5. System should provide verifiable confirmation that a contact has or has not been alerted, and confirmation as to the mode and time of contact acknowledgement.

6. Explain how quickly reports are available following the initiation of a mass notification message.

7. Proposer should describe its system’s ability to receive custom responses back from recipients of email, text, and voice messages; that is, allowing the recipient to send a response or reply message. Proposer should include information on how responses are collected, aggregated (if appropriate) and presented to the administrative user.

6.6 TRAINING, MAINTENANCE, SUPPORT

1. Initial training should be provided at no additional cost. Proposer will provide a minimum of one training session at a BCFC site for BCFC system administrators. Proposer will provide a minimum of four webinar style training sessions for BCFC personnel and partners with at least two focused on public safety/emergency functionality. Detail the number of sessions offered and the format of training you will provide.

2. Should the BCFC desire any additional on site or webinar style training beyond that stated above in item #1 please provide the cost for any such additional training sessions.

3. The proposer shall provide written training materials for each training participant and electronic copies of all materials shall be provided to BCFC for future training purposes. The BCFC shall have complete rights to copy and distribute training material as deemed necessary for continued operation of the system.

4. Proposers should supply examples of training materials and descriptions of the training sessions as part of their proposal response.

5. Please describe any follow-up training sessions (i.e., refreshers, new hire and new features) that are offered. Detail the format of training you would provide. Indicate if this is included in your proposal at no additional cost or if this would involve additional costs.

6. Proposer should provide BCFC with a training/testing system that ensures that no system training or practice sessions will be sent to the public. This should include IPAWS testing.

7. Proposer should provide 24 hour X 7 days a week X 365 days a year technical support. Live technical support should be available and able to send messages under the direction of the
buyer’s designated administrator in the event that local administrators cannot directly activate a message for any reason. These services should be provided at no additional cost to BCFC.

8. The proposer should provide the capability of remotely accessing the system from the proposer’s facility in order to troubleshoot system operation, assist in software system configuration or for downloading upgraded software.

9. The proposer should provide a written plan describing how they will release, update and maintain their system software for BCFC. The proposer should identify the releases, updates and maintenance which are included in their proposal.

6.7 PRICING STRUCTURE

1. Proposals must include the standard form spreadsheet (see page 21) indicating the cost breakdown for the all included services offered. Any options will be included as a separate line and clearly indicated as an option.

2. Proposal must include an option for three-year licensing, support and maintenance pricing.

3. Explain how your pricing is determined (population, registrations, contacts) and what is included in the proposed price.

4. Proposer should offer multiple usage options/levels at least one of which includes unlimited phone call-out minutes at one set fee regardless of the number of calls made or minutes used during the call, SMS text messages, and emails; please provide details.

5. Outline and explain any possible additional fees or provide a clear statement that there will be no additional fees.

6.8 ADDITIONAL TERMS AND CONDITIONS

1. Proposer should provide a detailed description if any software or other installation services are required or to be included with the system.

2. Proposer shall oversee the installation and configuration of any software or applications required to achieve operational goals of this Mass Notification System.

3. Proposer shall deliver and support customer installation of any administrative software tools for designated administrator personnel.

4. Proposer should provide a draft of a proposed System Acceptance Test Plan designed to confirm successful demonstration of the delivered solution. The final plan shall be mutually approved and will be signed upon successful completion.

5. BCFC will own all data it or citizens input into proposer’s system (names, phone numbers, email addresses, etc). BCFC requires that its data be used only for its own purposes. The data cannot be used by any other party for any other purpose.

6. The selected proposer shall treat all data that it receives from BCFC with the highest degree of confidentiality and in compliance with all applicable federal and state laws. Proposer shall only
use such data for the purpose of fulfilling its duties under any agreement that may result from this RFP and shall not further disclose such data to any third party without the prior written consent or as otherwise required by law. Use of data for anything other than its intended purpose may be considered grounds for immediate termination of the contract and may result in pursuit of any and all available legal remedies.

7. OPTIONS

7.1 OPTION A – AUTOMATED NOTIFICATIONS

This item may be proposed as an add on option. The BCFC will consider this option and may or may not choose to pursue OPTION A – AUTOMATED NOTIFICATIONS. Proposer should indicate if this is included in base pricing or at an additional cost. If this option would involve an additional cost the exact cost should be identified.

1. Please describe any capability that the proposed system has to launch emergency notifications to the public from other warning sources, such as the National Weather Service or other Alerting Authorities.
2. Please describe the method that would be used to target such notifications including the extent that polygons are used to minimize the notification footprint. Explain whether those to be impacted by weather first are notified first. Please provide examples where such notifications have been successful in a jurisdiction of similar size and population.
3. Explain whether the proposer’s product can send alerts automatically, triggered by various events, without human intervention, i.e. detection of a physical system failure, input from a standard alarm system, etc. Describe how this is accomplished and clearly indicate any additional cost associated with this service.

7.2 OPTION B - INTEGRATION WITH OUTDOOR WARNING SIRENS

This item may be proposed as an add on option. The BCFC will consider this option and may or may not choose to pursue OPTION B - INTEGRATION WITH OUTDOOR WARNING SIRENS. Proposer should indicate if this is included in base pricing or at an additional cost. If this option would involve an additional cost the exact cost should be identified.

1. The proposed system should be capable of integrating with the Federal Commander Digital System (Federal Signal Corporation), the primary control software utilized by the BCFC for outdoor warning sirens. The Federal Commander Digital System provides activation and status monitoring of the existing outdoor warning system. The integration shall utilize industry standard protocols such as TCP/IP and XML. The outdoor warning software is capable of utilizing hotkeys for activation of groups, zones, and specific events.
2. The proposer’s system should recognize a National Weather Service Tornado Warning and be capable of activating the BCFC outdoor warning sirens within the National Weather Service Tornado Warning polygon.
3. The proposer’s system should be configured so that activation of the outdoor warning siren system via pressing of a hotkey would initiate a pre-defined scenario within the notification system.
4. The BCFC is also interested in the ability to configure system alerts (i.e. outdoor warning siren power failure, etc) so that changes in status within the Federal Signal Commander system would automatically be transmitted to selected BCFC personnel via the proposed notification system.

5. The proposer should present in detail the integration functionality that is included in their proposal.

7.3 OPTION C - ADDITIONAL CAPABILITIES

This item may be proposed as an add on option. The BCFC will consider this option and may or may not choose to pursue OPTION C – ADDITIONAL CAPABILITIES. Proposer should indicate if this is included in base pricing or at an additional cost. If this option would involve an additional cost the exact cost should be identified. The proposer should describe any other system capabilities included with the solution proposed, such as ability to deliver notification to tone alert radios, PA systems, computers, tablets, cable TV systems, digital displays or other devices.

8. EVALUATION CRITERIA AND BID AWARD

Each proposal will be fully evaluated. The BCFC, at its sole discretion, will determine whether particular proposers have the basic qualifications and experience and/or meet the evaluation criteria.

The BCFC may reject the proposal of any proposer who is determined to be non-responsive. The failure of a proposer to promptly supply information may be grounds for a determination of non-responsibility.

A selection team of BCFC staff and others who are potential system users will meet and review the material submitted in response to this request. The selection team will evaluate the information provided; including the findings of the reference checks conducted, and will rate each firm/bid separately according to the factors set forth below.

Proposals will be evaluated in accordance with the following factors and ranked according to the total number of points the individual proposal earned, based on the stated maximum point allowance per factor.

It will be the intent of the grading system and evaluation criteria to view each statement in terms of content, not appearance. The company will be selected on the basis of demonstrated competence and qualifications to perform the services and not through competitive bidding procedures. Any selection made under this solicitation shall be made to the Offeror who provides the best offer for the County based on the evaluation criteria found in this Request for Proposal. Should any evaluating factor change prior to selection, the Offeror shall promptly notify the County of such change.

Proposals will be evaluated in part on the manner in which the proposers are able to complete the Scope of Services. The prospective Offeror is encouraged to amend the project description to reflect any tasks that are deemed necessary in order to better meet project objectives. Modifications, eliminations or replacement of any of the suggested elements, objectives or approach should be clearly stated.
Boone County reserves the right to evaluate all submitted proposals and to award the project to the submission deemed to be in the best interest of the county. The selection team will be assigned the task of reviewing, critiquing, scoring and recommending a preferred proposal. The ultimate responsibility for awarding this project shall rest with the Boone County Fiscal Court.

The selection team, when evaluating each proposal, shall consider the following criteria:

<table>
<thead>
<tr>
<th>Factor</th>
<th>Maximum Points Allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Completeness of submitted proposal and adherence to stated criteria in this RFP</td>
<td>20</td>
</tr>
<tr>
<td>b) Any exceptions to the specifications as prepared by the county</td>
<td>5</td>
</tr>
<tr>
<td>c) Proposed fees</td>
<td>20</td>
</tr>
<tr>
<td>d) Experience of the proposer</td>
<td>10</td>
</tr>
<tr>
<td>e) Information obtained from the references provided with the proposal</td>
<td>10</td>
</tr>
<tr>
<td>f) Review of provided examples of system use, system reports and other reference materials provided in the proposal</td>
<td>10</td>
</tr>
<tr>
<td>g) Training, maintenance and support offered</td>
<td>5</td>
</tr>
<tr>
<td>h) Overall quality of the submitted proposal</td>
<td>20</td>
</tr>
</tbody>
</table>

| TOTAL POINTS | 100 |

The Selection Team shall evaluate all submitted proposals and select the firm that, in its opinion, provides the best combination of experience, price, and a proposal that will meet the stated project objectives. Interviews may be conducted with any or all firm(s) to clarify submitted information. The Selection Team will present its report to the Boone County Fiscal Court who will make the official bid award. The BCFC reserves the right to accept or reject any or all bids and to award the bid to the proposal deemed to be in the best interest of the County. The County reserves the right to negotiate with the selected firm as to the terms of the contract, including, but not limited to, the scope of services, price, project time line and specific personnel assigned to this project.

**ALTERNATE BID - MULTI-COUNTY SYSTEM**

The proposer may provide an alternate bid for Multi-County System. The BCFC will consider this alternate bid and may or may not choose to pursue the alternate bid for a Multi-County System.

1. The BCFC is interested in a multi-county system which would include Boone County, KY, Campbell County, KY and Kenton County, KY.

2. The alternate bid shall include a minimum of 75 authorized users 25 from each of the three counties.
3. The alternate bid shall include a shared map.
4. The alternate bid should comply with all of the specifications noted in this RFP. Wherever the proposer cannot comply with any specification this fact should be identified along with an explanation and any proposed solution.

5. The alternate bid shall include training for all three counties.

6. The alternate bid shall include the ability to have groups/rosters that are only accessible to an individual county as well as shared groups/rosters.

7. The alternate bid must include the Alternate Bid standard form spreadsheet (see page 22) indicating the cost breakdown for the all included services offered. Any options will be included as a separate line and clearly indicated as an option.

8. The Alternate bid must include an option for three-year licensing, support and maintenance pricing.

9. Explain how your alternate bid pricing is determined (population, registrations, contacts) and what is included in the proposed price.

10. Alternate bid should offer multiple usage options/levels at least one of which includes unlimited phone call-out minutes at one set fee regardless of the number of calls made or minutes used during the call, SMS text messages, and emails; please provide details.

11. Outline and explain any possible additional fees or provide a clear statement that there will be no additional fees.

KENTUCKY PREFERENCE LAW

The scoring of bids/proposals is subject to Reciprocal preference for Kentucky resident bidders and Preferences for a Qualified Bidder or the Department of Corrections, Division of Prison Industries. *Vendors not claiming resident bidder or qualified bidder status need not submit the corresponding affidavit. All bidders must fill out the REQUIRED AFFIDAVIT FOR BIDDERS, OFFERORS AND CONTRACTORS CLAIMING RESIDENT BIDDER STATUS. If this form is not completed and notarized, the bid will not be considered.
KENTUCKY PREFERENCE LAWS

The scoring of bids/proposals is subject to Reciprocal preference for Kentucky resident bidders and Preferences for a Qualified Bidder or the Department of Corrections, Division of Prison Industries. *Vendors not claiming resident bidder or qualified bidder status need not submit the corresponding affidavit.*

**Reciprocal preference for Kentucky resident bidders**

KRS 45A.490 Definitions for KRS 45A.490 to 45A.494.

As used in KRS 45A.490 to 45A.494:
1. "Contract" means any agreement of a public agency, including grants and orders, for the purchase or disposal of supplies, services, construction, or any other item; and
2. "Public agency" has the same meaning as in KRS 61.805.

KRS 45A.492 Legislative declarations.
The General Assembly declares:
1. A public purpose of the Commonwealth is served by providing preference to Kentucky residents in contracts by public agencies; and
2. Providing preference to Kentucky residents equalizes the competition with other states that provide preference to their residents.

KRS 45A.494 Reciprocal preference to be given by public agencies to resident bidders -- List of states -- Administrative regulations.

1. Prior to a contract being awarded to the lowest responsible and responsive bidder on a contract by a public agency, a resident bidder of the Commonwealth shall be given a preference against a nonresident bidder registered in any state that gives or requires a preference to bidders from that state. The preference shall be equal to the preference given or required by the state of the nonresident bidder.
2. A resident bidder is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:
   a. Is authorized to transact business in the Commonwealth; and
   b. Has for one (1) year prior to and through the date of the advertisement, filed Kentucky corporate income taxes, made payments to the Kentucky unemployment insurance fund established in KRS 341.490, and maintained a Kentucky workers' compensation policy in effect.
3. A nonresident bidder is an individual, partnership, association, corporation, or other business entity that does not meet the requirements of subsection (2) of this section.
4. If a procurement determination results in a tie between a resident bidder and a nonresident bidder, preference shall be given to the resident bidder.
5. This section shall apply to all contracts funded or controlled in whole or in part by a public agency.
6. The Finance and Administration Cabinet shall maintain a list of states that give to or require a preference for their own resident bidders, including details of the preference given to such bidders, to be used by public agencies in determining resident bidder preferences. The cabinet shall also promulgate administrative regulations in accordance with KRS Chapter 13A establishing the procedure by which the preferences required by this section shall be given.
7. The preference for resident bidders shall not be given if the preference conflicts with federal law. (8) Any public agency soliciting or advertising for bids for contracts shall make KRS 45A.490 to 45A.494 part of the solicitation or advertisement for bids.

The reciprocal preference as described in KRS 45A.490-494 above shall be applied in accordance with 200 KAR 5:400.
Determining the residency of a bidder for purposes of applying a reciprocal preference

Any individual, partnership, association, corporation, or other business entity claiming resident bidder status shall submit along with its response the attached Required Affidavit for Bidders, Offerors, and Contractors Claiming Resident Bidder Status. The BIDDING AGENCY reserves the right to request documentation supporting a bidder’s claim of resident bidder status. Failure to provide such documentation upon request shall result in disqualification of the bidder or contract termination.

A nonresident bidder shall submit, along with its response, its certificate of authority to transact business in the Commonwealth as filed with the Commonwealth of Kentucky, Secretary of State. The location of the principal office identified therein shall be deemed the state of residency for that bidder. If the bidder is not required by law to obtain said certificate, the state of residency for that bidder shall be deemed to be that which is identified in its mailing address as provided in its bid.

Preferences for a Qualified Bidder or the Department of Corrections, Division of Prison Industries.

Pursuant to 200 KAR 5:410, and KRS 45A.470, Kentucky Correctional Industries will receive a preference equal to twenty (20) percent of the maximum points awarded to a bidder in a solicitation. In addition, the following “qualified bidders” will receive a preference equal to fifteen (15) percent of the maximum points awarded to a bidder in a solicitation: Kentucky Industries for the Blind, any nonprofit corporation that furthers the purposes of KRS Chapter 163 and any qualified nonprofit agencies for individuals with severe disabilities as defined in KRS 45A.465(3). Other than Kentucky Industries for the Blind, a bidder claiming “qualified bidder” status shall submit along with its response to the solicitation a notarized affidavit which affirms that it meets the requirements to be considered a qualified bidder- affidavit form included. If requested, failure to provide documentation to a public agency proving qualified bidder status may result in disqualification of the bidder or contract termination.
REQUIRED AFFIDAVIT FOR BIDDERS, OFFERORS AND CONTRACTORS
CLAIMING RESIDENT BIDDER STATUS

FOR BIDS AND CONTRACTS IN GENERAL:

The bidder or offeror hereby swears and affirms under penalty of perjury that, in accordance with KRS 45A.494(2), the entity bidding is an individual, partnership, association, corporation, or other business entity that, on the date the contract is first advertised or announced as available for bidding:

1. Is authorized to transact business in the Commonwealth;
2. Has for one year prior to and through the date of advertisement
   a. Filed Kentucky income taxes;
   b. Made payments to the Kentucky unemployment insurance fund established in KRS 341.49; and
   c. Maintained a Kentucky workers’ compensation policy in effect.

The BIDDING AGENCY reserves the right to request documentation supporting a bidder’s claim of resident bidder status. Failure to provide such documentation upon request shall result in disqualification of the bidder or contract termination.

________________________________________  __________________________________________
Signature                                           Printed Name

________________________________________  __________________________________________
Title                                               Date

Company Name
________________________________________

Address
________________________________________
________________________________________

________________________________________  __________________________________________
Subscribed and sworn to before me by        (Affiant)  (Title)

of                                   this       day of      , 20__.

(Company Name)

________________________________________
Notary Public
[seal of notary]                        My commission expires:         
Solicitation/Contract #: __________

REQUIRED AFFIDAVIT FOR BIDDERS, OFFERORS AND CONTRACTORS CLAIMING QUALIFIED BIDDER STATUS FOR BIDS AND CONTRACTS IN GENERAL:

I. The bidder or offeror swears and affirms under penalty of perjury that the entity bidding, and all subcontractors therein, meets the requirements to be considered a “qualified bidder” in accordance with 200 KAR 5:410(3); and will continue to comply with such requirements for the duration of any contract awarded. Please identify below the particular “qualified bidder” status claimed by the bidding entity.

__________ A nonprofit corporation that furthers the purposes of KRS Chapter 163

__________ Per KRS 45A.465(3), a "Qualified nonprofit agency for individuals with severe disabilities" means an organization that:
(a) Is organized and operated in the interest of individuals with severe disabilities; and
(b) Complies with any applicable occupational health and safety law of the United States and the Commonwealth; and
(c) In the manufacture or provision of products or services listed or purchased under KRS 45A.470, during the fiscal year employs individuals with severe disabilities for not less than seventy-five percent (75%) of the man hours of direct labor required for the manufacture or provision of the products or services; and
(d) Is registered and in good standing as a nonprofit organization with the Secretary of State.

The BIDDING AGENCY reserves the right to request documentation supporting a bidder’s claim of qualified bidder status. Failure to provide such documentation upon request may result in disqualification of the bidder or contract termination.

_________________________          ___________________________
Signature                                                   Printed Name

_________________________          ___________________________
Title                                                   Date

Company Name ____________________________________________

Address ________________________________________________

Subscribed and sworn to before me by

(Affiant) ___________________     (Title) ___________________

of ____________________________, this ___ day of _____________, 20___.

(Company Name)

_________________________
Notary Public

[seal of notary]          My commission expires: ____________

20
BOONE COUNTY FISCAL COURT - MASS ALERT AND NOTIFICATION SYSTEM

NAME OF PROPOSER: ____________________________________________

<table>
<thead>
<tr>
<th>Product/Feature/Option</th>
<th>One time or Recurring Cost</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Three Year Pricing Option:

First Year Fees: __________________________

Year 2&3 Annual Fee: ______________________
BOONE COUNTY FISCAL COURT
ALTERNATE BID - MULTI-COUNTY MASS ALERT AND NOTIFICATION SYSTEM

NAME OF PROPOSER: _______________________________________

<table>
<thead>
<tr>
<th>Product/Feature/Option</th>
<th>One time or Recurring Cost</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three Year Pricing Option:</td>
<td>First Year Fees:</td>
<td>Year 2&amp;3 Annual Fee:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

22