



## THE COUNTY OF GALVESTON

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COUNTY COURTHOUSE  
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GALVESTON, TEXAS 77550

May 29, 2019

**PROJECT NAME: Mass Notification System Service for Galveston County**

**SOLICITATION NO: RFP #B192015**

**RE: ADDENDUM #1**

To All Prospective Proposers,

The following information is being provided to aid in preparation of your proposal submittal(s):

**AMENDED OPENING DATE:**

RFP #B192016, Mass Notification System for Galveston County, originally scheduled to be opened on Thursday, June 6, 2019, at 2:45 P.M., has been re-scheduled. The new deadline for submitting a proposal is as follows:

**Date: Thursday, June 13, 2019**

**Time: 2:15 P.M.**

**Question #1:** *The purpose statement indicates 16,573 for number of contacts. Is this the total number of contacts the County is expecting for all County employees, households, businesses and others?*

Response: Respondents should add 1,307 for county employees to this number.

**Question #2:** *One of the requirement states: "Vendor designated personnel accessing Galveston County data either on site or via remote access will be required to undergo a CJis (Criminal Justice Information Services) criminal background check. Passing status must be maintained by the personnel for the duration of the contract." My questions is "Are other forms of background checks acceptable?"*

Response: Galveston County is looking for a system that meets the standard of the same or better of the Criminal Justice Information System (CJIS) which is the nation-wide background check. Any submittal that meets or exceeds the specifications will be reviewed by the assigned evaluation committee. Any exceptions to the proposal conditions should be notated as such and included with the initial submittal.

**Question #3:** *Galveston is a destination for a lot of people during the summer, how does Galveston want to protect, capture and manage this temporary population?*

Response: Galveston County will only use the notification system for the unincorporated areas of Galveston County and county employees. This will not include the City of Galveston. They have their own system of notification.

**Question #4:** *Galveston County hosts a lot of events and festivals such as the Galveston County Fair & Rodeo, how does the County envision capturing and managing this visiting population?*

Response: Galveston County will only use the notification system for the unincorporated areas of Galveston County and county employees. We have no authority over the organization that administers and oversees the Galveston County Fair & Rodeo.

**Question #5:** *With other water front and hurricane risks communities, identifying and maintaining accurate data on your access and functional needs population is a priority so emergency management can leverage for planning purposes and to communicate with directly during an emergency. Does Galveston EMA wish to identify and maintain accurate data on this segment of the population that is most at risk?*

Response: Contacts are updated with access and functional needs through the state database for evacuation assistance and manually enter those contacts in.

**Question #6:** *During a natural or man-made disaster, would Galveston EMA like to send out a real-time wellness check to residents, and capture real-time GPS location of those in need of help, plot them on a map, so Galveston EMA can mobilize resources on the ground and/or send a follow-up message with guidance and advise on what to do?*

Response: Potentially if the capability is available and circumstances require...

**Question #7:** *How many Departments within Galveston County will have access to the alerting solution? How do you envision them using it? Will you want to control what templates they have access to and audience they can message?*

Response: Approx. 49 with smaller divisions reporting to Department Heads. They will use this system as a back-up to reach their employees other than county email and landline use.

**Question #8:** *Is resident adoption, ie getting them to register for alerts a concern? How are you going to promote the service?*

Response: We have a sign up for notifications link on our website and it is advertised to sign up for notifications through the county social media sites.

**Question #9:** *Would it be of value to residents and Galveston County Public Safety agencies that the profile a resident creates that Galveston EMA can leverage to message and plan and additionally, if the resident calls the Galveston County Emergency Communication District 911 center in Galveston County from any phone number associated with their profile, then their profile is made available to the Galveston County Emergency Communication District 911 in real-time.*

Response: Potentially, however, the 911 landline data lies outside the GCOEM.

**Question #10:** *Does Galveston EMA wish that they can put the alerting solution in "training mode" which will allow staff to train on their specific instance, on their templates without the fear of actually sending an alert out?*

Response: Yes.

**Question #11:** *Does Galveston EMA want examples of other clients that have migrated from your current alerting solution, Blackboard over to the proposed alerting solution?*

Response: Yes, only if/when vendor is selected to assist.

**Question #12:** *In the RFP, it outlines the number of households, what is the official total all year round population of Galveston County that the proposed alerting solution will be protecting?*

Response: Approximately 5,500.

**Question #13:** *Section 1 – Proposal Package – it states “proposal must be submitted on the forms provided by the County, if forms are provided: Section 2 – Pricing – It states “Proposals will be lump sum or unit price as shown on proposal sheet”. Are there any other forms (i.e price sheet, specs, etc.) that the county submitted for this, other than the attached RFP?*

Response: No. Respondents should utilize their own sheets to submit items that require pricing explanation.

**Question #14:** *In order to receive qualified vendor status with the County of Galveston, do we need to complete the Vendor Qualification Package before we submit our RFP response?*

Response: No. The Vendor Qualification Package should be turned in with your proposal submittal.

**Question #15:** *Please provide a generic overview of the best case/worst case scenario you can envision of how you want notifications sent out and in the works cast what time frame do you envision all 16,000 + people being notified.*

Response: Best – preparedness messaging – routine/daytime where a time frame is not the focus. Worst – catastrophic storm or incident requiring immediate/timely notification where time is of the essence.

**Question #16:** *The Scope of Work states “Must allow for web-based and smartphone access to send messages”. How many Galveston County Operators do you anticipate will be sending out Alerts via Smartphone?*

Response: Five (5).

**Question #17:** *Beyond meeting the listed Scope of Services, there are other capabilities of the system that may be beneficial for Galveston County now or in the future. Can we list those services separately in the RFP response just so Galveston County is aware of the full capabilities beyond what is required. If we should just stick with the listed Scope of Services and requirements only, please advise.*

Response. Respondents should satisfy what is requested in the RFP. Any other items should be notated as such, however, they may or may not be taken in consideration for the award.

**Question #18:** *Do you want any tie in with your County PBX System?*

Response: System should be able to contact employees without the PBX/VOIP tie in.

As a reminder, all questions regarding this proposal must be submitted in writing to:

Rufus G. Crowder, CPPO CPPB  
Galveston County Purchasing Agent  
722 Moody, Fifth (5<sup>th</sup>) Floor  
Galveston, Texas 77550  
E-mail: [purchasing.bids@co.galveston.tx.us](mailto:purchasing.bids@co.galveston.tx.us)

If you have any further questions regarding this proposal, please address them to Rufus Crowder, CPPO CPPB, Purchasing Agent, via e-mail at [purchasing.bids@co.galveston.tx.us](mailto:purchasing.bids@co.galveston.tx.us), or contact the Purchasing Department at (409) 770-5371.

Please excuse us for any inconvenience that this may have caused.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rufus', followed by a long horizontal line extending to the right.

Rufus G. Crowder, CPPO CPPB  
Purchasing Agent  
Galveston County