



City of O'Fallon – Public Relations  
**Emergency Resident Notification System**  
Request for Proposals #15-001

## **CITY OF O'FALLON, MISSOURI**

### **REQUEST FOR PROPOSALS**

**RFP NUMBER 15-001**

### **EMERGENCY RESIDENT NOTIFICATION SYSTEM**

**January 2, 2015**

INCLUDED ARE:

Proposal Instructions

Terms and Conditions

Scope of Work

Proposal Form

## CITY OF O'FALLON, MISSOURI

### PROPOSAL INSTRUCTIONS

#### **PURPOSE**

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals from qualified companies capable of providing an emergency resident notification system for the City of O'Fallon.

This RFP provides prospective companies with sufficient information to enable them to prepare and submit proposals for consideration by the City of O'Fallon (City) to satisfy the needs as outlined in the scope of work.

#### **SCHEDULE OF ACTIVITIES**

Release and advertisement of RFP:	January 2, 2015
Deadline for submission of questions:	January 8, 2015 at 10:00 A.M.
Proposal submission deadline:	January 13, 2015 at 2:00 P.M.

#### **PROPOSAL SUBMISSION**

Sealed proposals must be received by the City of O'Fallon, Missouri; Purchasing Office, 100 North Main Street; O'Fallon, Missouri 63366 prior to Tuesday, January 13, 2015 at 2:00 P.M. (CST). Each proposal shall consist of one original (identified as such), three copies, and one electronic copy on CD (no flash/thumb drives) of the complete proposal. The file submitted on CD shall include all attachments and signatures, where applicable.

It is the responsibility of the proposer to ensure that their proposal is received in the Purchasing Office, prior to the deadline. Companies mailing proposals should allow ample mail delivery time to ensure timely receipt of their proposals. Proposals received after the deadline for receipt of proposals will not be opened or considered.

Proposals must be clearly identified as a proposal for the City of O'Fallon, Missouri "**RFP # 15-001 Emergency Resident Notification System**" and shall show such information on the outside of the proposal packet. Proposals will not be accepted by facsimile or email transmittal. Do not staple or submit bid in any type of binder; binder clips are acceptable.

All questions must be submitted in writing to Julie Moellering, Purchasing Agent, no later than 10:00 A.M. (CST) on Thursday, January 8, 2015 via email [jmoellering@ofallon.mo.us](mailto:jmoellering@ofallon.mo.us) or fax (636) 978-4144. The City will respond by the end of day on Friday, January 9, 2015 to questions from Respondents. Answers to questions will only be distributed via addendum and posted on our website. <http://www.ofallon.mo.us/bid-opportunities>

#### **AMENDMENTS TO RFP**

In the event it should be necessary to revise any portion of this RFP, addenda will be provided to all proposers who received the original RFP from the City of O'Fallon. This does not relieve the submitting company the responsibility of regularly checking the City website listed below for updates regarding any addenda associated with this proposal request. Addenda are available on our website at: <http://www.ofallon.mo.us/bid-opportunities>. If you received this RFP by means other than the bid system, you must furnish your company name, address, and telephone number to the Purchasing Agent identified in the Proposal Instructions section in order to receive any addendum to this RFP. Proposers shall acknowledge receipt of each addendum issued in the space provided on the RFP form.

END OF PROPOSAL INSTRUCTIONS

## **CITY OF O'FALLON, MISSOURI**

### **TERMS AND CONDITIONS**

#### **QUALIFICATIONS:**

All firms shall be licensed, insured, and bonded and shall furnish satisfactory evidence to the City that they have previously performed/provided the types of services as specified below.

#### **LAWS AND ORDINANCES, REGULATIONS, LICENSING FEES:**

Firm shall conform to all rules, regulations, ordinances, laws, or directives set forth by the City of O'Fallon and/or the State of Missouri.

#### **LAW GOVERNING:**

All State of Missouri and/or Federal Laws shall be hereby specifically made a part of this contract as set forth herein.

#### **NON-DISCRIMINATING:**

The Contractor, its employees and subcontractors, agree not to commit unlawful discrimination and agree to comply with applicable provisions of the U.S. Civil Rights Act and Section 504 of the Federal Rehabilitation Act, and rules applicable to each.

Firm shall comply with Section 285.525 – 285.550 RSMo regarding enrollment in a federal work authorization program. **A signed, notarized affidavit (attached) and supporting documentation affirming enrollment in a federal work authorization program must be submitted with proposal. Failure to comply with this provision may result in rejection of proposal.**

#### **E-VERIFY:**

Company shall be E-verify compliant and shall provide documentation to support this requirement within the proposal including the memorandum of understanding (MOU) and the electronic signature page completed in its entirety.

#### **METHOD OF AWARD / SELECTION:**

The proposals will be evaluated by the City. A response summary of proposals will be available by contacting Julie Moellering, Purchasing Agent. The response summary will include the names of the companies that submitted proposals that were delivered by the required RFP submittal date and time. Until award of the contract, the Responses shall be held in confidence and shall not be available for public review.

#### **CONTACT WITH CITY OF O'FALLON PERSONNEL:**

As specified above, all contact with the City should be channeled through the Purchasing Agent. No contact with other City employees, officials, or City Council members is to be made by responding proposers throughout the entire process. Any contact will result in immediate disqualification of the proposer.

## **RESPONSE MATERIAL OWNERSHIP:**

All proposals become the property of the City of O'Fallon, Missouri upon receipt and will only be returned to the proposer at the City's option. Selection or rejection of the proposal will not affect this right. The City shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to this RFP. Disqualification of a proposal does not eliminate this right.

## **PROPRIETARY INFORMATION:**

All material submitted in response to this RFP will become public record and will be subject to inspection after an Intent to Award notice is issued. Any material requested to be treated as proprietary or confidential must be clearly identified and easily separable from the rest of the proposal. Such request must include justification for the request and approval by the City Clerk. Neither cost or pricing information nor a total proposal will be considered proprietary.

## **REJECTION OF PROPOSALS:**

The City of O'Fallon, Missouri reserves the right to reject any or all proposals received in response to this RFP, or to cancel this RFP if it is in the best interest of the City to do so. Failure to furnish all information or to follow the proposal format requested in this RFP may disqualify the proposal. Any exception to the Scope of Work must be identified in the proposal.

## **INCURRING COSTS:**

The City of O'Fallon, Missouri shall not be obligated or be liable for any cost incurred by proposers prior to issuance of a contract. All costs to prepare and submit a response to this solicitation shall be borne by the proposer.

## **SUBMISSION OF PROPOSALS AND SUPPLEMENTAL MATERIALS:**

Proposals shall be submitted to the Purchasing Office. If supplemental materials are required or requested, then they must be submitted to the Purchasing Office as part of the proposal. Supplemental materials will not be accepted after the proposals have been opened, unless requested by the Purchasing Office. Submission or distribution by the company of unsolicited supplemental materials to City employees or Officials may result in rejection of the proposal.

## **DISCRIMINATION POLICY:**

The City of O'Fallon advises the public that it does not discriminate against any person on account of race, color, religion, creed, sex, age, ancestry, or national origin, and that such nondiscrimination is extended to procurement of materials and/or the provision of municipal services.

## **WAIVER:**

The City reserves the right to waive any variances from the original RFP in cases where the variances are considered to be in the best interest of the City.

## **INSURANCE:**

The firm or company that is awarded a contract shall maintain during the life of the agreement and furnish to the City the appropriate Professional Liability, Commercial General Liability, and Workers Compensation insurance certificates listing the City of O'Fallon as an "Additional Insured" during the Term of the Agreement, and a copy of such "Additional Insured" endorsement must accompany the certificate.

## **PAYMENT TERMS AND CONDITIONS:**

The City's payment terms are Net 30 days. The City is exempt from Missouri sales and use taxes and will not pay taxes for any product or service. A copy of the City's tax exempt certificate shall be presented to the firm or company that is awarded a contract.

## **RENEWAL & EXTENSION:**

The successful bidder will be awarded a one (1) year agreement effective the date of award. Prices must not be increased for the entire agreement period. At the City's option, the agreement may be renewed for three (3) additional year periods. **In no event shall the term plus renewals exceed four (4) years.** The items purchased under this agreement may be subject to a price increase at the time of renewal, by mutual agreement. The exact increase or maximum percent increase shall be indicated on the price sheet of this bid packet. Price decreases are allowed at any time. Request for a price increase must be presented to the City at least sixty (60) days before the expiration of the current agreement. If a request for increase is not presented, the prices will remain.

## **Inquiries concerning this Request for Proposals shall be directed to:**

Julie Moellering  
Purchasing Agent  
City of O'Fallon, Missouri  
100 North Main Street  
O'Fallon, Missouri  
Phone: (636) 379-5527  
Fax: (636) 978-4144  
[jmoellering@ofallon.mo.us](mailto:jmoellering@ofallon.mo.us)

END OF TERMS AND CONDITIONS

## **CITY OF O’FALLON, MISSOURI**

### **RFP NUMBER 15-001**

#### **SCOPE OF WORK**

##### **Vendor References:**

1. Provide at least five City and/or County references that currently use the proposed system. Preferably, at least two should be from the State of Missouri or the St. Louis Metropolitan Area (includes several Illinois counties). Please include the following information:
  - a. Agency name
  - b. Address, city, state, zip
  - c. Contact information, including name, phone number and email address
  - d. Years using system
  - e. Population
2. Provide a minimum of two non-testing instances where the proposed system has been effectively used to complete a high volume of calls for emergency situations in a community of a similar size.
3. What are the most calls the vendor has effectively launched within a single day for a City and or County. Provide a detailed explanation of the event.
4. Have any of the vendor’s clients been unable to deliver notifications due to system downtime (Scheduled or unscheduled)? If so:
  - a. Provide the length of downtime for each instance and explain how the situation was resolved.
  - b. Explain how notifications were impacted during this time?
  - c. What steps were taken to remedy the situation afterwards?

##### **System Architecture:**

5. Describe the proposed system’s ability to deliver a high volume of calls within a short period of time.
6. The proposed system must not overload the local telephone circuits during an emergency. Describe how the system detects limitations in the local telephone infrastructure and adjusts the call volume as needed to increase efficiency.
7. Describe the system’s capabilities, at a minimum, to send messages via the following methods from within a single interface:
  - Voice (both landline and cellular line)
  - Text
  - Email
  - Mobile app
  - IPAWS
  - Social networks
8. Describe in detail the involvement of all third-party suppliers and infrastructure support organizations.

9. Describe the failover capabilities of the proposed system's server architecture.
10. Explain in detail the vendor's measures to safeguard the system from downtime caused by catastrophic event, electrical failure, Internet outage, etc.
11. What measures are taken to secure the system from unauthorized access?
12. Describe each of the vendor's physical facility locations.

### **Message Delivery:**

13. How quickly can the proposed system begin the first call out for staff notifications?
14. How quickly can the system begin the first call out for a full community alert?
15. Explain how the proposed solution avoids truncated or repeated messages resulting from automated answering devices.
16. Does the system allow for a message recipient to immediately hear the recorded message upon answering the phone?
17. Does the proposed system automatically attempt to redial all numbers that had an undelivered message?
18. Describe the system's mobile capabilities to reach both residents and regional visitors during an emergency.
19. Can the system send staff notifications, map calls, and deliver IPAWS messages—all in one step from a single launch process?
20. Can users create separate messages for each method of notification delivery (e.g., text, email, WEA, EAS/NWEM, etc.)?
21. Detail the proposed process for determining throughput speed on the local infrastructure.
22. Will the vendor provide an annual data and infrastructure performance test, utilizing all system database components? List any additional fees in the cost proposal.

### **Mobile application:**

23. Does the system provide a mobile app for notifying both residents and visitors to the area?
  - a. Can this mobile app be customized for client or is it standard across all clients?
24. On what devices can the mobile app be used?
25. To date, approximately how many downloads has the proposed app received?
26. Can recipients select the types of alerts they would like to receive?
27. Is the app ad-free for a streamlined user experience?

28. Describe the user interface and include a sample screen shot.
29. Describe how the mobile app can enhance the agency's interoperability with surrounding jurisdictions.
30. Is the option available to disseminate weather warnings through the app?

### **IPAWS Messaging Tool and Automated Severe Weather Information:**

31. Does the system have a tool for launching FEMA IPAWS messages?
32. Describe the system's ability to launch messages to EAS, WEA, NWEM, and COG to COG in a single request.
33. Does the system provide the option to select any or all of the delivery methods listed above for a given alert?
34. Does the system provide a live IPAWS connectivity indicator? Please describe.
35. Does the system display a message verification response from the IPAWS aggregator once a call is delivered? Please describe.
36. Describe an instance in which the proposed IPAWS features were demonstrated during a live situation, including the successful use of COG to COG messaging.
37. Does the proposed IPAWS system provide separate text boxes for WEA messages vs. EAS/NWEM messages to allow for the character restrictions of each with visible character count tabulations?
38. Is the proposed IPAWS tool within the proposed solution or provided as separate software?
39. Is the system capable of delivering unlimited automated voice messages to the community for select warnings issued by the National Weather Service? Describe every step in the vendor's process for delivering automated weather alerts to the public.
40. Describe the system's ability to launch select automated weather warning calls.
41. Can residents indicate which types of weather notifications they receive (e.g., tornado, flash flood, and/or severe thunderstorm warnings)?

### **Calling Database Management:**

42. Does the proposed cost include a vendor-provided database of residential, business, and cellular data for our community?
43. Explain how our total database will be populated and the precedence of various types of calling data.
44. Residents must be able to opt in to the system. How quickly can that data be available for use?
45. Explain how the proposed solution will keep our database up-to-date, and describe any associated costs in the pricing section.
46. How does the proposed system handle duplicate records?



47. Describe the vendor's process for removing inactive phone numbers from the database.
48. How does the vendor ensure that contact data is protected from resale, public records requests, and other exploitations?
49. Is the system capable of importing data from other databases (e.g., 911 data, utility records, etc.)? Describe any associated costs in the pricing section.
50. Does the proposed system use every record provided in the 911 database? Describe the vendor's methodology for cleansing 911 data or other records provided by our agency.
51. Describe how the system restricts some or all of the 911 data from specific users or calls.
52. Provide at least two (2) examples of the vendor's success in obtaining contact information from residents and businesses. In each example, specify the percentage of the total database self-supplied by citizens.
53. Describe the vendor's support in encouraging community enrollment and notifying residents of system features following implementation.
54. How many data records are currently available in the vendor's proposed system for this area?
55. Explain in detail residents' ability to manage their own account, sign up for service, choose the types of alerts they receive?
  - a. Explain how this system can be integrated into existing City resources, including but not limited to the City's website, City's existing mobile application, etc.

### **GIS Mapping and Geographic Data:**

56. Describe the vendor's mapping system/provider, outline existing capabilities, and provide a sample screen shot of the current mapping tool.
57. Does the system provide Esri-based mapping capabilities with multiple drawing tools and shape functions to define calling areas? Please describe.
58. Can users upload and overlay customer-supplied GIS maps and plume modeling files for use in defining calling areas? Describe the system's capabilities.
59. Does the proposed system include a proprietary mapping interface that allows users to designate an area to be notified? Detail any associated costs in the pricing section.
60. The City of O'Fallon will be providing one or more databases. Describe the vendor's method for geo-locating each address and state the timeframe needed to geo-code a database of our size.
61. Does the vendor use any third-party for geo-coding? If so, describe the process and third-party support provided. If so, describe the vendor's procedures for releasing secure data to a third party.
62. Does the system allow users to select multiple contiguous or non-contiguous areas for notification?
63. Can the system import and save shape files for future use?
64. Is the system capable of adding custom mapping layers?

65. If the City of O’Fallon provides our own mapping layers for direct use within the proposed system, what is the time needed to integrate this data?
66. Does the system allow users to access multiple map sources and customize map views by enabling or disabling specific GIS layers?
67. Can users designate specific addresses on the map and define the radius around the targeted areas?
68. Can users easily broaden a notification area and re-launch a message to new selections and prior non-connects—while excluding previous message recipients to avoid duplicate contacts?
69. Can the system prioritize notifications closest to an event location and systematically expand outward?
70. Does the system support notification by city or by zip code?
71. Can users define a notification area down to the street level, including address ranges and odd/even street addresses?
72. Does the system automatically geo-code all address data at entry?
73. Explain how the proposed system prevents geo-coding errors?

### **Reporting:**

74. Describe the system’s reporting capabilities, including the types of data represented and how long the data is archived.
75. Does the system report on the status of every call, indicating whether it was answered by a live person, or reached an answering device, busy signal, or operator intercept?
76. Is all report data updated in real time?
77. Does the system provide a variety of reporting formats, including statistical presentations, as well as graphical displays (e.g., charts and maps)? Provide a sample report to illustrate the system’s capabilities.

### **Training, Maintenance and Customer Support:**

1. Initial training is required to be included in the initial pricing structure. Describe the vendor’s initial training services (onsite or other), as well as any follow-up training.
2. Does the vendor provide 24/7/365 live technical support?
  - a. Are there any additional costs for this service?
  - b. If no, provide detailed description of included support services.
  - c. Describe how support calls are handled.
3. Is client support handled by dedicated in-house team or through a third party?

4. What is the vendor's average response time for technical issues?
5. Describe the level of user involvement required for system maintenance.
6. Describe the implementation timeframe and resources required for an agency of our size.

**Supplemental Information:**

1. Name of primary contact, address and phone number. \_\_\_\_\_  
\_\_\_\_\_
2. What day(s) and time(s) is the primary contact available? \_\_\_\_\_
3. Provide a brief history of the company. \_\_\_\_\_  
\_\_\_\_\_
4. Describe any name or ownership changes in the past five (5) years. \_\_\_\_\_  
\_\_\_\_\_
5. Submit a sample copy of your current contract/agreement with all terms and conditions (subject to review by the City's legal review).
6. Provide at least five (5) references of current or past clients for the same services being requested. Include the following information for each reference:
  - Agency name
  - Address, city, state, zip
  - Contact information
  - Years using system
  - Population
7. Provide a minimum of two (2) non-testing instances where the proposed system has been effectively used to complete a high volume of calls for emergency situations in a community of a similar size.

**Evaluation Criteria:**

The City reserves the right to select the Vendor who best meets the "overall" needs of the City of O'Fallon based primarily on the following criteria (not listed in any order of importance):

- All costs related to the project, both initial and ongoing.
- The ability to serve the City of O'Fallon's needs for multiple years.
- The ability of the Vendor to provide ongoing technological updates to the system as they become available.
- How easy the system is to use.
- The system's ability to reach all residents via landline, mobile phones, text, mobile app, email, etc.
- Adherence to the requested Information specifications, thoroughness of the Proposal, as well as the overall format of the presentation
- The financial stability, longevity, and strength of the Vendor

END OF SCOPE OF WORK

**CITY OF O'FALLON, MISSOURI**

**PROPOSAL FORM**

Signature of proposer indicates that the proposer understands and will comply with all terms and conditions and all other specifications made a part of this Request for Proposals and any subsequent award or contract. All terms, conditions and representations made in this invitation will become an integral part of the contract.

In compliance with this Request for Proposal Number 15-001 and to all the conditions imposed herein, the undersigned offers and agrees to provide emergency resident notification system services for the City of O'Fallon in accordance with the scope of work and intent of the request for proposals contained herein.

Proposal Form shall be attached to respondent's proposal.

Indicate whether: ( ) Individual; ( ) Partnership; ( ) Corporation

Incorporated in the state of: \_\_\_\_\_

COMPANY: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

NAME: \_\_\_\_\_

CITY: \_\_\_\_\_

TITLE: \_\_\_\_\_

STATE/ZIP: \_\_\_\_\_

PHONE NO.: \_\_\_\_\_

TAX ID NO.: \_\_\_\_\_

DATE: \_\_\_\_\_

**Acknowledge the receipt of addenda by initialing box below as appropriate.**

**Addenda 1 \_\_\_\_\_ Addenda 2 \_\_\_\_\_ Addenda 3 \_\_\_\_\_ Addenda 4 \_\_\_\_\_**

## CITY OF O'FALLON, MISSOURI

### PRICING

Include a separate pricing page that includes the following information:

1. A description of how pricing is determined.
2. A breakdown of included features and any costs for additional features.
3. Pricing options based on usage options/levels.
4. An outline of all additional fees (e.g., implementation, training, client support, data maintenance, etc.).
5. A guarantee of the final contract price, indicating the basis for any price increase over time (e.g., registration increase, rise in users or population, incremental percentage increase, etc.).
6. Itemized change in pricing due to additional resident opt-in, significant changes in population, etc.

#### RENEWAL CLAUSE:

In the event that the City of O'Fallon exercises its option to renew the contract for three (3) additional year periods pursuant to the applicable provisions outlined in this document, the Proposer shall provide below, the maximum percentages of increase or maximum percentage of decrease for each renewal period. The Proposer is cautioned that the percentages shall be computed against the ORIGINAL contract price during renewal periods. Furthermore, the Proposer is advised that the City does not automatically grant increases at the time of renewing the contract and that if an increase isn't requested, documentation of need must be provided at the time of renewal.

1<sup>st</sup> Renewal Period Maximum % Increase over Original Bid Price: \_\_\_\_\_ %

1<sup>st</sup> Renewal Period Maximum % Decrease over Original Bid Price: \_\_\_\_\_ %

2<sup>nd</sup> Renewal Period Maximum % Increase over Original Bid Price: \_\_\_\_\_ %

2<sup>nd</sup> Renewal Period Maximum % Decrease over Original Bid Price: \_\_\_\_\_ %

3<sup>rd</sup> Renewal Period Maximum % Increase over Original Bid Price: \_\_\_\_\_ %

3<sup>rd</sup> Renewal Period Maximum % Decrease over Original Bid Price: \_\_\_\_\_ %

