



Macon-Bibb County Government

Procurement Department

Government Center

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Franklin Lawson
Director of Procurement

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ADDENDUM # 1

To: ALL PROSPECTIVE FIRMS

Re: INVITATION FOR BIDS: 23-003-LH, Emergency Management Notification System

The Invitation for Bids, referenced above, is modified as follows:

1. Could our company still apply as a partner to support a prime contractor that may need a DBD certified consulting agency? If so, what are the requirements?

Answer: Typically the prime contractor is awarded a contract that works in-conjunction with a subcontractor.

2. Based upon the current timeline, what is the anticipated start date for this project? Is there a specific date in which the system needs to be live?

Answer: Start date is as soon as the contract is awarded. Ideally, we would like to have the system live in 30 days or less from date of award.

3. Who is the current solution provider and when is the contract expiration?

Answer: Contract ends October 17, 2022.

4. Does the current contract offer unlimited messaging as outlined in the RFP? If not, what is the framework for the current offering?

Answer: Not relevant to this RFP.

5. What is the current contract budget?

Answer: Not Relevant. We are seeking a solution based for this RFP.

6. Can you confirm/correct the usage estimates as provided on the pre-bid call? 150,000 recipients, 1 test per month, 15 additional live activations per year.

Answer: 100,000-120,000 recipients, 1 test per month, 15-20 live activations per year.

7. Do you send all of these messages via email, sms, voice, smartphone and tty?

Answer: Yes.

8. Can you estimate the number of SMS and voice end points (individually) that you currently have in your system?

Answer: 120,000

9. Do you anticipate using this system for non-emergency situations (not including tests)? If so, can you estimate the usage estimates?

Answer: No, this system will only be used for emergency notification tests and actual emergencies

10. If the contract is per recipient, do you want us to price this based upon 150,000 or a different number?

Answer: Yes.

11. You request branding on all communication paths. Do you require this for SMS and if so, do you require a dedicated short code? How do you currently brand SMS?

Answer: SMS will require branding. Currently at the beginning of the SMS it looks like this in all text. MBC Alert: This is a monthly test of the MBC Alert emergency notification system. In an actual emergency, you will information on the specific threat.

12. For customizing voice greetings, do you require recorded voice or would you accept text to speech with the latest tts voice engines?

Answer: We have pre-recorded voice greets and messages that will be required to be uploaded and used with the system. If necessary and on a unique situation we will do live recordings for the specific threat. If absolutely necessary, then we may elect to use a voice engine.

13. For the requirement to purchase phone numbers and contact information, do you anticipate forcing messaging to residents? What is the purpose of purchasing phone numbers for residents?

Answer: We have an opt out campaign. We provide emergency information to our residents, if they chose not to receive it then they can opt out. The purpose is to get our message out to as wide a population as possible.

14. In section III you indicate messages to be sent via voice, email, text, tty and smartphone. However in section VII, you only request unlimited for email, text and social media. Can you confirm that you send messages via voice, email, text, tty and smartphone? Are you only asking for email, text and social media to be unlimited?

Answer: Vendor shall include voice, email, text, tty and smartphone.

15. Can you confirm that you require sms to be sent via a US short code and will not accept sms sent as email? (some providers who offer unlimited sms do this to save money but it is not reliable)

Answer: Macon-Bibb is ok not branding an SMS. We can find a work around.

16. You are asking for a total inclusive price, but the requirements are not specific as to what is included and what is unlimited. Do you accept a total inclusive price with an accompanied description of what is included and not included?

Answer: Please refer to section VII of the RFP.

17. Do you currently have an Emergency Management System? If so, who is your current vendor?

Answer: We currently have an emergency notification system. Everbridge is Macon-Bibb County's current vendor.

18. Given your 150k plus population, what modalities of notification do you require? (SMS, Mobile App, text, email, ect,).

Answer: Refer to the RFP.

19. Do you require telephony? If so, approximately how many calls were sent last year?

Answer: Yes. Approximately 80,000

20. Will you be able share the 911 info you get for uploading too the system?

Answer: Yes, 911 data can be shared.

21. When the time comes, Will you provide addresses for targeted Mapping?

Answer: Yes we can work with our GIS team to assist with this request.

22. Will hard copies of the required notarized RFP forms suffice, in lieu of original hard copies included with proposals? Our legal offices are located in Canada, while our proposals are printed and shipped from TN, USA. Thus, if copies are not accepted, will the County agree to receive the notarized documents separately on or before due date?

Answer: All requested documents/contents must be submitted in accordance to Section IV of the Request for Proposal (23-003-LH) Submittal Format and Requirements.

Please incorporate this change into the Invitation for Bid and acknowledge receipt of this addendum on your bid form.

Sincerely,

Laura Hardwick

Director of Procurement