



# MACON-BIBB COUNTY, GEORGIA

Request for Proposals (RFP)

FOR

## **Emergency Management Notification System**

23-003-LH

83881

### MACON-BIBB COUNTY

ISSUE DATE: 7/29/22

DUE DATE: 8/25/22

MBE/WBE/DBE Participation: Minority, Women Owned, and other Disadvantaged Business Enterprises are encouraged to participate in the solicitation process. Additionally, respondents are encouraged to use M/W/DBE sub-consultants where possible. Small and other disadvantaged businesses requiring assistance with the competitive process can contact Cherise Stephens, Small Business Affairs at (478) 803-2819 or [cstephens@maconbibb.us](mailto:cstephens@maconbibb.us)

## 1. GENERAL

### A. Invitation

Notice is hereby given that Macon-Bibb County will receive responses to the Request for Professional Services (original **plus 5 copies and 1 Flash Drive**) in the Procurement Department, 700 Poplar Street, Suite 308, Macon, Georgia 31201, until **12:00 o'clock NOON** at the time legally prevailing in Macon, Georgia on August 25, 2022, for an All-Inclusive Emergency Notification System for Macon- Bibb County Emergency Management Department.

### **NO LATE RESPONSES WILL BE CONSIDERED**

The names of responding firms will be publicly read on Thursday, August 25, 2022, at 2:00 P.M. in the Macon-Bibb County Procurement Department Conference Room, located at 700 Poplar Street, Suite 308, Macon, Ga 31201.

### B. Definitions

Wherever the term "Owner", "County", or "Macon-Bibb County" occur in this document, it shall mean Macon-Bibb County, a political subdivision of the State of Georgia acting through the Macon-Bibb County Board of Commissioners.

### C. Solicitation Documents

Announcement of this Request for Professional Services may also be posted on the Macon-Bibb County website at [www.maconbibb.us/purchasing](http://www.maconbibb.us/purchasing) and on the Georgia Procurement Registry website [https://ssl.doas.state.ga.us/PRSapp/PR\\_index.jsp](https://ssl.doas.state.ga.us/PRSapp/PR_index.jsp)

### D. Insurance Requirements

Insurance coverage shall be carried with an insurance company licensed to do business in the State of Georgia. All coverage should be written with insurance company with a Best Rating of A or better. Insurance shall be obtained prior to commencement of work and shall remain in force throughout the period of the contract. Macon-Bibb County shall be named as additional insured on the policy.

Workers' Compensation: Statutory  
Errors and Omission: \$1,000,000  
General Liability: \$1,000,000

### E. Submittals

Responses must be sealed and identified on the outside of the package as and delivered to

**23-003-LH**

Emergency Management Notification System  
Macon-Bibb County Procurement Department  
700 Poplar Street  
Suite 308  
Macon, Georgia 31201  
Telephone: (478) 803-0550

Submissions may not be withdrawn for a period of one hundred and twenty (120) days after the deadline on date of closing. Macon- Bibb reserves the right to reject any and all submissions and to waive technicalities and formalities. Respondents shall carefully read the information contained herein and submit a complete response to all requirements and questions as directed. Submittals and any other information submitted by in response to the RFP shall become the property of Macon-Bibb County.

## F. Responsiveness

In order to be considered “*responsive*” the submission must include completed copies of the following documents:

- Price Proposal Form
- Proposer Qualification Form
- List of Sub-Consultants
- Minority Participation Goal
- Financial & Legal Stability Statement
- Georgia Security and Immigration Compliance Act (E-Verify) Affidavit

## G. Responsibility

In order to be considered “*responsible*” the submitting firm must meet the following minimum qualifications:

- Five (5) years of experience providing the services included herein
- Product implementation in at least three (3) large cities with a minimum population 200,000 with active use of the proposed project
- Licensed to do business in the State of Georgia
- Financially and legally responsible to perform the services included herein

## H. Reservations

Macon-Bibb County will not provide compensation to Respondents for any expenses incurred by the Respondent(s) for submittal preparation or for any demonstrations that may be made, unless otherwise expressly stated or required by law.

Each submission should be prepared simply and economically, providing a straightforward, concise description of your firm’s ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and an understanding of the Owner’s needs.

Macon-Bibb County makes no guarantee that an award will be made as a result of this RFP and reserves the right to accept or reject any or all submittals, with or without cause, waive any formalities or minor technical inconsistencies, or delete any item/requirement from this RFP or contract when deemed to be in the Owner’s best interest.

Macon-Bibb County will consider only representations made within the submission in response to this RFP. Owner will not be bound to act by any previous knowledge, communication, or submission by the firms other than this RFP.

Failure to comply with the requirements contained herein may result in the submission being deemed “non-responsive” or “non-responsible”. Nonresponsive submissions will not be reviewed for potential award.

## II. BACKGROUND

Macon-Bibb County is responsible for the safety of thousands of lives of a diverse and growing population. The County is situated in Middle Georgia between Atlanta and Dublin. Macon-Bibb County has a population over 150,000. To assure our citizens and visitors of a safe living environment, we must be equipped to warn our population of potential risks or dangers. The provider of services will be responsible for an all-inclusive emergency notification system that will include implementation and training on the new system. This emergency notification system will be used in the event of natural disasters or man-made disasters and emergencies.

### III. SCOPE OF SERVICES.

Macon-Bibb County is seeking qualified professional firms to provide customer service and technical support to include an all-inclusive Emergency Notification System for the Macon-Bibb County Emergency Management Agency. The successful Responder shall provide the following services:

- Messages must be able to be sent via multiple paths or channels. For example, voice messages by landline phones and cell phones, email messages, text messages, TTY messages, messages through a smartphone app, etc.
- Two-way communications via a feedback, response, polling punctuality from the recipients of the message.
- Web and mobile device interface to develop edit and send messages through the system  
Allow for branding utilizing the MBC-Alert moniker for all communication paths as well as utilizing the MBC-Alerts logo on the interface for citizens.
- Customizing greetings and the utilization of voice audio files for emergency messages being sent  
Customized message building based on specific threat. Such as tornado watch, tornado warning, hurricane alerts, active shooter incidents, etc.
- Developing templates for specific messages for specific threats.
- 24 by 7 Technical Support for the system.
- A full and clear explanation and understanding of the pricing model for utilization of the system. This includes utilizations of minutes or credits based on message sent delivery path. Also include cost per message, per path or cost per message per type, for example emergency messages versus test messages versus non-emergency messaging.
- Ability to group contacts for independent alerts. For example, a group for only county employees, or a group only for Emergency Management staff.
- Mass upload of contacts via a spreadsheet format.
- Sync with and send IPAWS messages.
- Utilize a mapping or GIS system to send targeted messages based on a user defined polygon or shapefile.
- Public facing website for citizens sign up and account management.
- QR code or text ability for easy sign up by citizens.
- Multiple staff to hold administrative account privileges.
- History or log of previous messages sent with analytics on message activity.
- Schedule messages to be sent on a particular date and time.

- Ability for users to easily unsubscribe from the system.
- A phone number within the system for citizens to call into to re hear messages that is not associated with EMA office numbers.
- Ability to purchase phone numbers and contact information for the Macon Bibb County community and residents.
- Integrate with National Weather Service data.
- GIS representation of contacts based on submitted addresses.

The successful vendor will enter a retainer contract to implement Emergency Management Notification System the above Scope of Work.

**Key Dates:**

- RFP Release Date: 7/29/2022
- Mandatory Zoom Meeting: 8/8/2022 at 10:00 am, Join Zoom Meeting:
- <https://us06web.zoom.us/j/86173418468?pwd=emQ0T2xYSGRCVmh4V3M4WHBFU09YUT09>

**Meeting ID:** 861 7341 8468; **Pass Code:** 982765

Dial by you location:

- +1 301 715 8592 US (Washington DC)
- +1 312 626 6799 US (Chicago)
- +1 646 876 9923 US (New York)
- +1 646 931 3860 US
- +1 408 638 0968 US (San Jose)
- +1 564 217 2000 US
- +1 669 444 9171 US
- +1 669 900 6833 US (San Jose)
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 386 347 5053 US

- **Questions Due:** 8/12/2022
- **Proposal Due Date:** 8/25/2022

Note: If the respondent is not the software developer, proposers shall submit the proposal a current, dated, and signed authorization from the software developer that the respondent is an authorized distributor, dealer, or service representative and is authorized to sell the software. Failure to comply with this requirement may result in proposal rejection. This includes the certification to license the product and offer in-house support, maintenance, technical training assistance, and warranty services.

**IV. SUBMITTAL FORMAT AND REQUIREMENTS**

The requested proposal documentation should be submitted on 8-1/2” x 11 soft bound sheets with index tab, table of contents, and cover sheet. In addition, the required submittal documents, respondents shall provide the following:

- A Statement of Qualifications on the company’s history with similar project
- One (1) original Technical Proposal stamped “Original” and five (5) copies and one (1) flash drives containing identical copy of the Technical Proposal (do not include the Cost Proposal in the same envelope as the Technical Proposal). The Technical Proposer must be submitted in a separate envelope with the respondent’s name “Technical Proposal for Request for Proposal RFP 22-003-LH

- One (1) original Cost Proposal stamped “Original” and five (5) copies and one (1) flash drive. The cost proposal must be submitted in a separate, sealed envelope with the respondent’s name and Cost Proposal for Request for Proposal RFP 22-003-LH on the outside of the envelope.

The proposal must contain the three sections below with the appropriate information in each section.

- System functionality and capability that addresses the scope of services
- Experience and references
- Project approach and timeline for implementation

Proposals shall be submitted by mail or hand delivery by 12:00 noon on August 25<sup>th</sup>, 2022. The address for submittals is:

Macon-Bibb County Procurement Department  
700 Poplar Street  
Suite 308  
Macon, Georgia 31201

**Questions:**

Any questions regarding this RFP shall be submitted to Laura Hardwick, Senior Procurement Officer via email only at [Lhardwick@maconbibb.us](mailto:Lhardwick@maconbibb.us). All questions will be aggregated, and answers shared with all interested bidders.

**V. SCORING** (total possible number of points = 100)

System Functionality and Capability – Maximum 40 Points  
Experience and References – Maximum 20 Points  
Project Approach and Timeline for implementation – Maximum 20 Points  
Price – Maximum 20 Points

**VI. AWARD BASIS**

Awards will be based on the highest score.

**VII. COST PROPOSAL CONTENTS**

Respondent’s Cost Proposal shall include an all-inclusive, itemized cost to include but not limited to pricing for implementation, operational costs, travel expenses, training, freight costs, optional costs including but not limited to upgrades, and add-ons.

Respondent shall provide pricing for an unlimited messaging to include but not limited to option for emails, text, and social media. Unlimited messaging items are to be itemized.

Proposal Price Form

For

Total Inclusive Price: \$ \_\_\_\_\_

I certify that my bid meets these minimum specifications. This bid shall be valid and may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time for receiving bids.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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