	KITSAP COUNTY Request for Proposal 2020-144	Purchasing Department 619 Division St., MS-7 Port Orchard, WA 98366 Phone: (360) 337-4788 Email: vmartin@co.kitsap.wa.us
	Community Warning and Emergency Notification System	

REQUEST FOR OFFER TITLE: Public Alert, Warning and Emergency Notification System

MATERIALS AND/OR SERVICE REQUESTED: Kitsap County is going out for bid to evaluate current community warning and emergency notification system technologies to consider replacement of current capabilities.

CALENDAR OF EVENTS

Below are the important dates and times by which the actions must be completed. Dates and times are subject to change. If the County changes any of date or time, the change will be made by addendum.

EVENT	COMPLETION DATE, TIME, AND LOCATION
Issuance of Request for Offer	Date: Dec 8, 2020
Written Questions Due	Dec 10, 2020 midnight Pacific Standard Time
Addendum Issued	Dec 11, 2020 midnight Pacific Standard Time
Offer Due Date	Dec 21, 2020 2:00pm Pacific Standard Time
Estimated Start Date	TBD

PURCHASING AGENT: VICKI MARTIN

Mailing Address for USPS delivery:

Vicki Martin, Purchasing Agent
 Kitsap County Purchasing Office
 614 Division Street, MS-7
 Port Orchard, WA 98366

PHONE: (360) 337-4788

EMAIL: Purchasing@co.kitsap.wa.us


www.kitsapgov.com/das/pages/online-bids.aspx

Physical Address for courier or hand delivery:

Vicki Martin, Purchasing Agent
 Kitsap County Administration Building
 Purchasing Office – Fourth Floor
 619 Division Street
 Port Orchard, WA 98366

All communications concerning this solicitation must be directed to Kitsap County’s Purchasing Agent identified above, via email only. Questions to, or communications with, other Kitsap County staff may disqualify offerors from the evaluation process.

OFFERORS ARE STRONGLY ENCOURAGED TO READ THE ENTIRE SOLICITATION.

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ATTACHMENTS

- Attachment A: Offer and Acknowledgment
- Attachment B: Exceptions and Assumptions
- Attachment C: Cost Proposal
- Attachment D: Contractor References
- Attachment E: Evaluation Criteria



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1. **DEFINITIONS.** The following definitions will be used in this solicitation, associated documents, and resulting Contract.
 - Addenda means written instructions issued by the Purchasing Agent prior to the offer due date and time which modify or interpret the solicitation documents by additions, deletions, clarifications, or corrections.
 - Contract means the agreement to provide the goods and/or services that are the subject of this solicitation. The contract will be comprised of the solicitation documents, which include the instructions, scope of work, technical requirements, any County clarifications and addenda, the Contractor's proposal as accepted by the County, the agreement signed by the parties, and all appendices, attachments, amendments and exhibits referenced herein and therein.
 - Contractor means the person or entity awarded a contract resulting from this solicitation.
 - County means Kitsap County, Washington.
 - Offeror means the entity who submits a proposal in response to the solicitation.
 - Exception means the offeror will not comply with the contract provision.
 - Proposal or offer means all documentation and information submitted by the offeror in response to this solicitation.
 - RFP or Solicitation mean this entire solicitation packet without limitation, the instructions, scope of work, technical requirements, all addendums, exhibits, and attachments.
 - Work or services means all work to be performed, services to be provided, and equipment to be furnished as identified in the solicitation.

For purposes of this solicitation the words "shall", "must", or "will" are equivalent in this solicitation and indicate a mandatory requirement or condition.
2. **DUE DATE AND TIME.** All offers must be received by the Kitsap County Purchasing Department at the specified location by the offer due date and time. Offers, modifications, and requests to withdraw received after the offer due date and time will be rejected.
3. **OFFER AND ACKNOWLEDGMENT.** The Offer and Acknowledgment Form (Attachment A) shall be returned with the offer with an original blue ink signature by a person authorized to sign the offer. Unsigned offers may be rejected by the County as incomplete. Pricing documents and other documents which require information to be filled in must be completed in ink, typewritten or computer printed. No offers will be accepted if pencil is used. Erasures, interlineations, or other modifications in the offer shall be initialed in original blue ink by the authorized person



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signing the offer. Offerors shall submit **one (1) original**, marked “original” and **six (6) hard** copies and **one (1) electronic** copy of the offer with their submittal. Proposals must be submitted in a sealed envelope. The bid number, the date and time of the response deadline, and the name and address of the responder shall be clearly shown on the outside of the envelope. All proposals must be received by **Monday, December 21, 2020 at 2:00PM (PST)** Postmarked, telegraphic (facsimile) or emailed offers will not be considered.

4. **QUESTIONS, ORAL COMMUNICATIONS.** Questions concerning this solicitation shall be submitted in writing via email only to the Purchasing Agent. Written questions will be accepted up to the date and time identified on the solicitation face sheet. All correspondence related to the solicitation should refer to the solicitation number, page, and section number. Offerors are to obtain written clarification from the Purchasing Agent regarding any inadequacy, omission, or conflict prior to submitting an offer. Failure to do so will not relieve the offeror of any responsibilities under this solicitation or any subsequent contract. Offerors may only rely on written answers issued by the Purchasing Agent. Substantive questions and answers are posted on the Kitsap County website at <https://www.kitsapgov.com/das/Pages/Online-Bids.aspx>. It is the responsibility of the offeror to assure they received responses to questions if any are issued. *All oral communications are unofficial and nonbinding on the County.* Offerors that directly communicate with other county staff regarding this solicitation without prior authorization from the Purchasing Agent may be disqualified.
5. **ADDENDA, ATTACHMENTS.** The County will issue a written addendum if it changes, revises, deletes, clarifies, increases, or otherwise modifies the solicitation, which will be published on the Kitsap County website. It is the offeror’s responsibility to check for addenda and attachments. Offeror shall acknowledge receipt of all addenda on the Offer and Acknowledgment Form and complete and submit all solicitation attachments with the offer. Offers that do not comply with this section may be rejected as nonresponsive.
6. **EXAMINATION OF SOLICITATION AND SITE.** By submitting an offer, the offeror certifies that in submitting a proposal, offeror has considered federal, state, and local laws, ordinances, rules, and regulations that may in any manner affect the cost or performance of the work; carefully read and understood the solicitation package, conditions, and technical requirements, and has full knowledge of the nature, scope, and extent of how local conditions may affect the services to be provided.
7. **LIABILITY FOR ERRORS.** While the County has used considerable efforts to ensure the information in the solicitation is accurate, the County does not guarantee or warrant the information to be accurate nor is it necessarily comprehensive or exhaustive. Nothing in this solicitation is intended to relieve the offeror from forming their own opinions and conclusions with respect to the matters addressed in the solicitation.
8. **PREPARATION COSTS AND SAMPLES.** The County is not liable for any costs incurred by the offeror in preparing, evaluating, submitting, developing, demonstrating, presenting, negotiating, or providing a response, and/or samples, for this solicitation. All such activities are done at the



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offerors own expense. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.

9. **PREPARATION OF OFFER, COSTS AND TAXES.** All offers shall be submitted on the forms provided in the solicitation package. Offers shall include all costs as described and indicated by the technical requirements. The County is exempt from Federal Excise Tax, including the Federal Transportation Tax. Sales tax, if any, shall be indicated as a separate line item. The total cost shall include all freight, handling, delivery, surcharges, and other incidental charges that may be required to provide the services or deliver the commodities. All prices shall include freight FOB destination, freight included to the designated delivery point. Additional charges such as fuel surcharges will not be accepted by the County. If the delivery combines items from more than one purchase order, separate packing slips shall be included in the shipment.
10. **ACCEPTABLE FORMATS.** Offeror's electronic files shall be submitted in a format acceptable to the County. Acceptable formats include .DOC and .DOCX (Microsoft Word), .XLS and XLSX (Microsoft Excel), PPT and PPTX (Microsoft PowerPoint), and .PDF (Adobe Acrobat). Requests to submit files in another format shall be directed to the purchasing agent.
11. **SUBMISSION.** Offers shall be submitted to the Purchasing Agent at the location specified on the solicitation face sheet in a sealed envelope or package provided by the offeror, and shall include: 1) offeror's name and address, 2) solicitation name and number, and 3) submittal date clearly identified on the outside of the envelope or package. The offeror is responsible for the timely delivery of submitted offers, regardless of the delivery method. Offerors should allow sufficient time to ensure timely receipt by the County. Offers received after the offer due date and time will not be opened or considered. The timeliness of offer submissions is determined by the County.
12. **OFFER ACCEPTANCE PERIOD.** Offers must remain open and valid, and may not be redrawn or amended, for at least 6 (six) months days following the opening date and time. The County may request an extension of the offer acceptance period.
13. **COUNTY RIGHT TO WITHDRAW OR AMEND SOLICITATION.** The County in its sole discretion retains the absolute right without penalty to withdraw and/or amend all or any portion of this solicitation at any time, for any reason or no reason, up to contract execution. If there is any conflict between amendments, or between an amendment and the solicitation documents, whichever document was issued last in time shall control.
14. **REJECTION OF OFFERS OR WAIVER OF IRREGULARITIES**
 - A. All offers must comply with the terms of this solicitation, County procurement policy, and all applicable, federal, state, and local laws, codes, and regulations. The County in its sole discretion may 1) reject any and all offers submitted, or portions thereof, 2) waive or reject any defects, informalities, or irregularities; 3) reissue the solicitation; 4) modify the solicitation; 5) cancel the solicitation; and/or 6) re-advertise and solicit new offers on the same scope of work or on a modified scope of work, when it is in the best interests of, or advantageous to, the County. The County reserves the right to reject any conditional offer.



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Offers will be considered irregular and may be rejected if they show alterations in form, additions not called for, conditions or unauthorized alterations, or irregularities of any kind.

B. Offerors may not qualify the offer with limitations nor restrict the rights of the County. If an offeror does so, the Purchasing Agent may reject the offer as a non-responsive counteroffer. Certain irregularities in an offer may be waived by the Purchasing Agent if it: 1) does not affect responsiveness, 2) is merely a matter of form or format, 3) does not change the relative standing of or otherwise prejudice other offerors, 4) does not change the meaning or scope of the solicitation, 5) is trivial, negligible, or immaterial in nature, 6) does not reflect a material change in the work, or 7) do not constitute a substantial reservation against a requirement or provision.

15. NON-RESPONSIVE OFFERS. The County may at any time reject all or part of any offer as nonresponsive for any of the following reasons: a) late or incomplete offer; b) noncompliance with any part of the solicitation; c) inaccurate, misleading, exaggerated, or false information; or d) failure to respond to every solicitation item or to provide all information requested.
16. ACCEPTANCE IS NOT BINDING. Acceptance of an offer does not bind the County until the offer is approved by the appropriate County level of authority and a contract is executed by both parties.
17. OFFEROR WITHDRAWAL OF OFFER. Offerors may modify or withdraw a submitted offer prior to the offer due date and time. A request to modify or withdraw an offer must be in writing, signed by an authorized representative of the offeror, and submitted to the Purchasing Agent. Faxed withdrawals will NOT be accepted. A withdrawn offer may be resubmitted prior to the offer due date and time. Negligence in preparing an offer confers no right of withdrawal or modification after the offer due date and time.
18. DELAYS. The County, at its sole discretion, may delay any or all scheduled due dates indicated on the solicitation fact sheet if it is advantages to the County to do so.
19. SERIAL NUMBERS. Offerors which include equipment shall be for equipment on which the original manufacturer's serial number, if applicable, has not been altered in any way. Throughout the contract term, the County reserves the right to reject any altered equipment.
20. BRAND NAMES AND EQUIVALENTS. References to manufacturers, trade names, brand names or catalog numbers in the solicitation are intended to be descriptive, not restrictive, unless otherwise stated, and are intended to indicate the level of quality, design, or performance desired. Any offer which proposes equal or greater quality, design or performance may be considered. Offers based on equivalent products must clearly describe the alternate offered and indicate how it differs from the product specified; and, include complete and sufficient descriptive literature and/or specifications to enable a full and fair determination as to whether the proposed alternate will be equal to or better than the product named in the solicitation. The County has the sole authority to accept or reject any like item and may require the offeror to provide additional information and/or samples. If the offeror does not specify otherwise, it is understood that the



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referenced brand will be supplied.

21. **SPECIFICATIONS.** The apparent silence or omission in the technical requirements of the scope of work as to any detail shall be regarded as meaning that only the best commercial practice is to prevail and that only material and workmanship of the finest quality are to be used. All interpretations of the technical requirements shall be made based on this statement.
22. **EXCEPTIONS AND ASSUMPTIONS.** Offers in strict compliance with the solicitation are desired. The offeror must provide a complete comprehensive listing of all exceptions and assumptions made in preparing the offer using the Exceptions and Assumptions Form. If any assumption is not acceptable to the County, it may cause the offer to be rejected. No assumptions shall be included regarding negotiation, terms and conditions, and requirements. The absence of identified exceptions or assumption shall mean the offeror meets all solicitation requirements in every respect.
23. **DESCRIPTIVE LITERATURE.** All offers shall include complete manufacturer's descriptive literature regarding the equipment, goods and/or services proposed to be furnished. Literature shall be sufficient in detail to allow full and fair evaluation of the offer submitted. Failure to include this information may result in the offer being rejected.
24. **FIRM PRICING.** Prices will be firm for the entire contract period unless the solicitation specifically states otherwise.
25. **NON-EXCLUSIVE CONTRACT.** The County retains the discretion to make multiple or partial awards to obtain the same or similar services and products that are the subject of this solicitation and/or to order greater or less products or quantities based on County need. Contracts resulting from this solicitation are not exclusive service agreements.
26. **CONFLICT OF INTEREST.** Offerors shall disclose whether the offeror is an immediate family member of or engaged in any business enterprise with a County employee, elected or appointed official with authority to award the solicitation. Such disclosure shall be identified in writing on the offer letter.
27. **APPLICABLE LAWS.** Interested parties are advised that all County contracts and documents pertinent to this solicitation are subject to all legal requirements provided in applicable Kitsap County Ordinances, Washington state, and federal statutes and regulations.
28. **LICENSES AND CERTIFICATIONS.** Offerors, both corporate and individual, must be fully licensed and certified (in good standing) for the type of work to be performed in Washington state at the time of proposal and during the entire contract period.
29. **PUBLIC RECORD, CONFIDENTIAL INFORMATION.** All offers and other records submitted to the County in response to the solicitation become the property of the County and are subject to the Public Records Act (Act), chapter 42.56 RCW. If an offeror considers any portion of its



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offer, electronic or hard copy, to be protected from inspection and copying under Washington law, the offeror shall specifically identify each page and item the offeror claims to be exempt from disclosure. If the County receives a request under the Act to inspect or copy the information that has been identified by the offeror as exempt from disclosure, the County's sole obligation will be to make a reasonable effort to notify the offeror of the request and the date the exempt information will be released to the requestor unless the offeror obtains a court order to enjoin disclosure pursuant to RCW 42.56.540. The County will release the information unredacted on the date specified, absent receipt of a court order enjoining such disclosure. The County has, and by this section assumes, no obligation to claim any exemption from disclosure under the Act on behalf of the offeror. The County will not be liable to the offeror for releasing records that have been marked by the offeror as exempt.

30. **INTERLOCAL PURCHASING AGREEMENTS**. This is for information only and not to determine award. RCW 39.34 allows cooperative purchasing between public agencies, nonprofits, and political subdivisions. Public agencies that file an intergovernmental cooperative purchasing agreement with Kitsap County may purchase from County Contracts. The offeror has the option to agree to sell additional items at the bid prices, terms, and conditions, to other eligible governmental agencies. The County has no responsibility for the payment of such purchases. Should the offeror impose additional costs for such purchases, the offeror is to name such additional pricing as a supplement to their offer.
31. **DISCUSSIONS**. The County reserves the right to conduct discussions with offerors for the purpose of eliminating minor irregularities, informalities, or apparent clerical mistakes to clarify an offer and assure full understanding of, and responsiveness to, solicitation requirements.
32. **INTERVIEWS**. The County reserves the right to conduct interviews with some or all the offerors at any point during the evaluation process. However, the County may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process may be taken into consideration when evaluating the stated criteria. The County shall not reimburse the offeror for the costs associated with the interview process.
33. **NEGOTIATIONS**. Negotiations will be scheduled at the convenience of the County. Should the evaluation process have resulted in a top-ranked proposal, the County may limit negotiations to only that offeror and not negotiate with any lower-ranking offeror. If negotiations are unsuccessful with the top-ranked offeror, the County may then go down the line of remaining offerors, according to rank, and negotiate with the next highest-ranking offeror. Lower-ranking offerors do not have a right to participate in negotiations conducted in such a manner.
34. **REFERENCE CHECKS**. The County may conduct reference checks to verify the offeror's past performance. Reference checks indicating poor or failed performance may be cause for rejection. Failure to provide requested reference contact information may result in the County not including the referenced experience in the evaluation process. The County reserves the right to obtain reference checks, other than those provided by the offeror, relevant to the services to be provided and the prospective working relationship between the County and the offeror.



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35. PROPOSAL FORMAT AND CONTENTS. Offerors are to respond to all information requested in this solicitation. Offerors must follow the format set out in this solicitation and provide all information requested. Proposals should be consecutively numbered and organized as identified below and include all appendices, appropriately signed, tabbed, and referenced.

A. Introduction – Company Profile.

- Identify the full legal name and address of the offeror’s company
- Identify the mailing address, and phone number of the person the County should contact regarding the proposal.
- Identify type of business identity (i.e. partnership, joint enterprise, corporation) and state of incorporation.
- Identify the number of years offeror has operated under the current company name.
- Identify if Offeror has ever been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from doing business with another government entity. If yes, provide detailed information regarding the same.

B. Qualifications and Experience

- Identify previous experience, capabilities, and other qualifications to provide the services requested in this solicitation for projects of similar size, scope, and nature.
- Describe offeror’s experience in providing public alert and warning and staff notification capabilities.

C. References. Provide at least five (5) references from entities the offeror has provided or is providing the same or similar services using the Contractor Reference Form (Attachment D).

D. Key Personnel. It is essential the offeror provide adequate experienced personnel qualified to provide the services to be performed in this solicitation. The offeror agrees that those persons identified in their submittal shall not be removed or replaced without a written request to and approval from the County.

- Include an organization chart identifying all personnel and describe the roles and qualifications for every staff person that would be providing services under the resulting Contract. Include title, resume, and assignment.
- Identify and describe the titles, roles, responsibilities, and qualifications of any outside personnel, such as subcontractors, the offeror intends to utilize to provide Services.
- Provide detailed resumes of all management team members and subcontractors who will be directly working on the project.
- Provide an organizational chart of staff detailing where all such individuals, by name and title, and how they relate to one-another organizationally and to the County; and
- The staff proposed in the organizational chart, or equally qualified alternates, will be the same as those identified in the RFP response, or as agreed with the County.

E. Technical Approach



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1. Describe the procedures and methods that will be used to provide the services and meet the objectives and technical requirements identified in the solicitation.
2. Include a list of all County and offeror's responsibilities.
3. Provide a project transition schedule by task and include project organization, and management, recruiting and retention of qualified staff, training, and quality control procedures.
4. Compliance with the requirements of the scope of work
5. Sufficient transition Plan

F. Cost Proposal. The Cost Proposal Form (Attachment C) must be submitted with the offer in a sealed and separate envelope. The offeror's total cost for the entire project term must be represented as identified in the solicitation. Cost proposals must include an itemized list of all direct and indirect costs associated with the performance of the contract, including but not limited to, various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time developed to the project, and profit. The awarded contractor must hold the accepted prices and costs for the entire contract period. No price change shall be effective without prior written consent of the County. The County will not be liable for any costs the offeror does not identify in its proposal.

G. Attachment, Addenda. All Attachments and addenda must be completed and submitted as required.

36. EVALUATION CRITERIA. See Attachment E.

END OF INSTRUCTIONS

RFP 2020-144
SCOPE OF WORK

I. Overview. Public Alert, Warning and Emergency Notification System

Kitsap County in the State of Washington has a total area of 566 square miles, of which 395 square miles (70%) are land, and 171 square miles (30%) are water. As of 2019, an estimated 269,805 people call Kitsap County their home. The County is located between the metropolitan areas of Seattle and Tacoma and the wilderness of the Olympic Mountains and has four incorporated cities: Bainbridge Island, Bremerton, Port Orchard, and Poulsbo.

Due to location and topography, Kitsap County can be subject to various hazards such as droughts, earthquakes, floods, severe weather, and tsunamis. The County has seen 14 Federally declared disasters since 1953, including six flood events, four severe storms, two earthquakes, one coastal storm, and one volcano incident. KCDEM and its local, State, and Federal partners work together to prepare for, mitigate against, recover from, and respond to various events and disasters using a whole-community approach.

The Kitsap County Department of Emergency Management (KCDEM) seeks proposals for a Public Alert, Warning and Emergency Notification System to potentially replace our current warning system as these technologies change rapidly. We have been using the current product since 2017. KCDEM anticipates executing a five-year contract with the selected contractor.

We are seeking a comprehensive, turnkey, reliable, and enhanced solution for our Community Warning System needs. Any product proposed must be compliant with the FEMA Integrated Public Alert and Warning System (IPAWS) and be based on the Global Warning Communications Standard, the Common Alerting Protocol, also an IPAWS requirement. The alert origination software providers which have successfully demonstrated their IPAWS capabilities can be found at [list of Alert Origination Software Providers](#).

II. Requirements. KCDEM would like to have the evaluation and identification of preferred vendors complete by the end of this calendar year. To that end, please find attached color-coded requirements. The requirements are divided into eight sections:

- A. Overall System Requirements and Company specifics
- B. General Notification
- C. Staff Notification
- D. Public Notification
- E. Warranty
- F. Maintenance and Technical Support
- G. Implementation
- H. Training

III. Evaluation. An evaluation team was chosen from among the Kitsap County Community Warning Systems Technical Advisory Committee. The technical requirements for the Public Alert, Warning and Emergency Notification System are color coded to support an easy and

timely evaluation process. An evaluation matrix will be used to weight each of the requirements to come up with a final preferred solution and alternate.

IV. Key: Color Code

- Red text – means “Killer Criteria”. No system will be considered that do not comply with these requirements.
- Blue text – means “Critical Technical Criteria”. Each of these requirements are critical to the operation of the system. However, the Contractor will not be immediately disqualified if they do not comply if a viable alternate is provided.
- Green text – means “Deliverable Criteria”. These requirements are necessary but if they do not comply could still be considered.

V. Overall System Requirements and Company Specifics

1. The Contractor **shall** provide all service and deliverables as required, specified, and detailed in the solicitation and shall meet all service and delivery timelines as specified. In the following requirements, the “system” is understood to be “an emergency notification communication system.”
2. The Contractor **shall** provide details about the company to include:
 - a. Years in business of providing warning systems,
 - b. Age of solution being proposed,
 - c. Number of current customers.
 - d. Five current customers as a reference that are using the same system as proposed.
Provide:
 - i. organization,
 - ii. contact name,
 - iii. phone number,
 - iv. email address and,
 - v. length of time serving this customer.
3. The contractor **shall** provide an emergency notification communication system that is intuitive and friendly to use. An optional five (5) min video of system capabilities not demonstrated in the IPAWS compliance video can be provided.
4. Data Ownership. All data entered the system by or on behalf of the County and its system users is owned by the County and **shall** not be used by the Contractor for any purpose whatsoever without the prior written consent of the County.
5. Cost Proposal. The Contractor’s proposal **shall** include the total all-inclusive cost of ownership, including the one-time acquisition cost plus ongoing annual maintenance or services cost per year for a five-year contract term. (Per the RFP guidance, this is provided in a separate sealed envelope.)
6. System. The contractor **shall** provide a complete turnkey emergency notification communication system to include, software, installation, training, documentation, maintenance, and support. The system should be innovative with the ability to add and improve functionality as technology progresses.

7. Administration.
 - a. The system **shall** have unlimited logins.
 - b. User accounts **shall** allow for the modification of each user's permissions, customizable in terms of the types, areas, and templates of alerts available to the user.
 - c. The system **shall** have two levels of administrators – one for the overall system and another for local administrators.
 - d. Reports on admin and system usage **shall** be available the Kitsap County Department of Emergency Management (KCDEM) as needed.
 - e. Each login **shall** have both a username and password.
 - f. Username/password **shall** be used by any user accessing the system.
 - g. Username/password **shall** be stored encrypted. Two-part authentication preferred.
 - h. Multi-factor authentication preferred. Strong password capabilities **shall** be available along with password expiration. Alternatives such as ADFS/Azure AD integration should be available.

8. System servers and remote users. The system is anticipated to be fully hosted and extremely reliable.
 - a. The Contractor **shall** provide system redundancy for reliability and resilience. Describe the servers, any certifications, survivability (power, temperature, cyber, network connectivity etc.).
 - b. Maintenance **shall** not affect the availability of the system, including the patching process.
 - c. The system and clients **shall** be available 24/7/365.
 - d. The system shall include a network management center and customer support group that **shall** monitor the status of the system twenty-four (24) hours a day, three hundred sixty-five (365) days a year.
 - e. The system **shall** provide emergency notification that shall be up and available 99.999% of the time excluding time for scheduled maintenance. Scheduled maintenance time will be communicated ahead of time and the time will be approved by KCDEM.
 - f. The solution **shall** have redundancy for the uptime objective stated in “e” above with little no data loss in the event of a failure.

9. If a virus is indicated on the system, KCDEM staff **shall** be immediately notified with hourly updates as to the status of the recovery/repair. Provide your virus mitigation plan or process.
10. The vendor shall provide penetration testing for security vulnerabilities and provide results at least (annually).
11. If a data breach has occurred, notification to all affected parties **shall** be made within 24 hours and a copy of the plan to mitigate the breach provided.

12. The system **shall** allow the import of all notification data from the KCDEM existing system into the new system in a variety of ways (CSV, Excel, other).
13. Templates. The system **shall** provide the ability to build, store (in whole and in part), update and share templates with other administrators prior to issuing a notification.
14. GIS. The system **shall** have a mapping capability and tool to
 - a. Identify an area to be notified,
 - b. Identify an area of staff/group to be notified,
 - c. An area within an area to be notified where each area is to receive a different message or be disallowed from the overall area, **and**
 - d. Load and store predefined areas.
15. The system **shall** provide an emergency notification communication system which is fully conformant to the Common Alert Protocol (CAP) 1.2.
16. The system **shall** have the ability to utilize the Emergency Data Exchange Language Distribution Element (EDXL-DE) 1.0 for information sharing.
17. The system **shall** provide the KCDEM, the status of other system users.
18. The system **shall** support an interface to allow for a speaker, volume control, light emitting diode (LED) alert indicator light, and method to record a voice message.
19. The system **shall** be compatible with Windows 8, and the Windows 10 operating systems or any future platforms supported by the Contractor during the contract term.
20. The system **shall** be compatible with any mobile device operating system deployed within the last 3 years to any company having at least a 10% market share in the Smartphone / Tablet market including Apple, Android, and Google. List specifically any OS versions with which the system is not compatible.
21. The system **shall** be compatible with all current web browsers having at least a 10% market share.
22. Deficiencies or issues found in the system which are not in compliance with the contract requirements will be documented by the KCDEM and provided to the contractor. The Contractor **shall** acknowledge receipt of the issue within one (1) business day from date of notification.
23. The contractor **shall** correct deficiencies and issues identified within seven (7) business days after written notification by the County.

VI. General Notification

24. System Notification functions. The system **shall** be able to notify staff, local governmental entities, and the public via:
 - a. Email
 - b. SMS
 - c. Facebook
 - d. Twitter
 - e. Cellphone
 - f. Landline phones
 - g. Fax
 - h. Groups

25. Language. The system **shall** be able to send notifications in English, Spanish and have a method to include other languages.
26. The system **shall** provide an interface for the KCDEM to compose, send, view, reply, edit, archive, and forward voice and/or data messages to other users of the system.
27. The system **shall** allow the originator of the voice and/or data message to select destination addresses from allowed system destinations, KCDEM provided e-mail addresses, phone numbers and KCDEM defined groups.
28. The system **shall** allow the originator to cut and paste text, tables, video, and photos from other electronic documents into the body of the message and/or add as an attachment as needed.
29. The system **shall** allow a minimum of ten (10) megabytes (Mb) upload capacity for message attachments/inclusion.
30. There **shall** be no more than one (1) second voice delay for voice messages.
31. The system **shall** be able to convert text to speech for voice notifications.
32. The system **shall** have the capability to set repeat counts for all dissemination as needed.
33. Redial protocols **shall** be customizable.
34. All retry attempts both successful and unsuccessful **shall** be automatically logged with date and time and all data in the message.
35. Automatic messaging
 - a. The system **shall** allow prepared messages or on the fly messages to be sent to any identified group or individuals on a planned or unplanned schedule.
 - b. The system **shall** be able to send messages on a repeat cycle.

VII. Staff Notification

36. Notification sequencing.
 - a. The system confirms messages received and **shall** automatically attempt an alternative mode of communication if initial contact is unsuccessful. Initial and alternative modes can include any of the available messaging types: text message, email, fax, etc.
 - b. The system **shall** attempt to contact an alternative individual upon failure to contact the specified individual (contact sequence). There should be no pre-set limit to the number or types of contacts in a sequence.
37. Roster Notification. The system **shall** have the ability to perform staff notification with response where responses are captured in a log available to the administrator. E.g., send message to group and ask for availability (yes/no); time to be available (hr).
38. System **shall** provide acknowledgement of receipt and time of message receipt, response, and time of response.

VIII. Public Notification

39. Website. The system **shall** have the ability to post alerts to the KCDEM websites.
40. The system **shall** retain history of all public notifications for a period equal to the County retention schedule including website notifications.

41. Public opt in. The public **shall** be able to opt in for notifications for all dissemination methods.
42. Mobile App. The system **shall** include a mobile application for public and staff to download that will allow
 - a. Selection by area to be messaged and,
 - b. Selection by type of alert to be messaged.
 - c. The app **shall** have a public notification side and staff side for automated device notification
43. Integrated Public Alert and Warning System (IPAWS).
 - a. The contractor **shall** provide certification for currently being an IPAWS Alert Origination Software provider.
 - b. The system **shall** be able to activate of Emergency Alert System (EAS), Non-Weather Emergency Messages (NWEM), and Wireless Emergency Alerts (WEA) by submitting a valid Common Alerting Protocol (CAP) message.
 - c. The system **shall** monitor IPAWS for any messages relative to Kitsap county and notify defined staff through various methods.
 - d. The system **shall** allow for sending and receiving CAP messages to/from other Collaborative Operating Groups (COGs).
 - e. The system **shall** provide a tool to draw a target area on a map where a message is to be sent.
 - f. The system **shall** provide a method to select predefined geographic areas to include in the CAP message, e.g., county, city other such boundaries.
44. Logging.
 - a. The system **shall** capture information pertinent to each message which includes the time and date that the voice and/or data message was sent, the originator and/or activator of the voice and/or data message, the subject of the voice and/or data message, the size of the voice and/or data message, and the presence of attached files for each dissemination type.
 - b. Delivery receipts for all messages **shall** be maintained.
 - c. The confirmation receipt listing **shall** include a list of destinations, time received, and time acknowledged for each voice and/or data message.
 - d. The system **shall** notify the voice and/or data originator within one (1) minute if the voice and/or data are undeliverable by the system for each dissemination method supporting the capability.
 - e. The Contractor **shall** provide voice and/or data message receipt summary to KCDEM for review on demand and monthly in a Microsoft Excel spreadsheet or other common format.
45. The system **shall** be able to activate the KCDEM EAS encoder/decoder located in the Kitsap911 Dispatch Center.
46. The system **shall** originate and receive EAS formatted messages.
47. EAS messages **shall** include the options to select a KCDEM defined event type, destination Federal Information Processing Standard (FIPS) codes, alert valid time, and a specified

alert duration in compliance with part 11 of the Federal Communications Commission (FCC) rules and regulations.

48. The system **shall** also allow the EAS activation of other COGs authorized by the WA State SECC EAS Plan for KCDEM.
49. In addition to the basic data elements the EAS encoder **shall** allow the KCDEM to enter a description of the event, recommended action to be taken by the public, and a Uniform Resource Locator (URL) address that the public might go to for additional information.

IX. Warranty

50. The Contractor warrants the emergency communication notification system in its entirety as being compliant in all respects with the terms of the Contract and warrants that these products or services will be free from defects in materials and workmanship. The Contractor represents and warrants that all software and documents provided **shall** meet or exceed the minimum specifications set forth herein.
51. The Contractor expressly warrants that the emergency notification system products, software and services provided **shall** operate without defects in material, labor, and workmanship for a period for the life of the contract.
52. The Contractor represents and warrants that for the Warranty Period that the system **shall** be free from any defect, deficiency, faultiness, imperfection, inadequacy, incompleteness or other condition which would render the system inoperable in any way or which would prevent the full system performance in accordance with the specifications set forth herein. This warranty includes without limitation, correction of errors, design deficiencies, performance deficiencies, and incorrect or defective documentation, including those found during acceptance testing, implementation, and the Warranty Period. Acceptance testing in any form **shall** not in any way relieve the Contractor of its responsibilities to correct any Defect during the Warranty Period.
53. The Contractor represents and warrants that the software as delivered to the KCDEM **shall** not contain a computer virus.
54. The Contractor represents and warrants that it **shall** meet or exceed the Maintenance and Technical Support requirements as set forth in "Maintenance and Technical Support".

X. Maintenance and Technical Support

55. The Contractor **shall** provide toll free telephone and/or on-site technical support services.
56. The Contractor **shall** provide twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year technical support services in response to any software failure or technical support. To satisfy this requirement, Contractor must provide toll-free telephone support. Telephone response time must not exceed one (1) hour for critical problem calls as prioritized by KCDEM.
57. The Contractor's response to KCDEM for non-exigent support **shall** be within (2) hours during workdays, via phone with a temporary work around for completing notifications and correction of the error/issue within 2 business days unless otherwise agreed.
58. The Contractor **shall** provide software updates at no additional cost to the KCDEM for the term of contract. Software updates are defined as correction releases to repair anomalies,

enhancements, and improvements to the already purchased product feature/functionality set (point release modifications) and new releases of the software (level releases).

59. The Contractor **shall** open a ticket assigning a unique number for tracking purposes on all support requests. All tickets will be closed only after the KCDEM has verified the resolution to be satisfactory.
60. The Contractor's response to exigent requests **shall** be resolved within five (5) business days.

XI. Implementation

61. The Contractor **shall** load all existing notification and user data from current system.
62. The Contractor will provide implementation and training based on the outline below:
 - a. The Contractor **shall** conduct a "kick-off" toll-free teleconference call meeting with the KCDEM within five (5) business days of execution of contract. During the kickoff conference call, the KCDEM and the Contractor will develop a schedule for delivery of implementation and training.
 - b. The Contractor **shall** initiate delivery, implementation, and training within a not to exceed one (1) month period from the date of Procurement and complete implementation and training on a schedule agreed with the KCDEM.

XII. Training

63. The Contractor **shall** provide the KCDEM with training that will consist of but not limited to the following
 - a. Instruction and operation of the Emergency Notification System,
 - b. Instruction on use of system to issue alerts through IPAWS to EAS, NWEM and WEA,
 - c. Use of Reports,
 - d. Trouble shooting, and
 - e. Reporting Trouble Tickets.
64. The Contractor **shall** provide the KCDEM with five virtual training sessions at no additional cost to an unlimited number of attendees. Training sessions are to be recorded for future use.
65. The Contractor **shall** provide training no later than 15 days after the complete delivery and implementation of the KCDEM initial purchase.
66. The Contractor **shall** provide and maintain as current training materials electronically including, but not limited to, PowerPoint, PDF handouts, PDF manuals and training videos.
67. Updates to training manuals supplied **shall** be provided to the KCDEM at no additional cost for the term of the contract.

Additional Notes.

KCDEM is not obligated to award a contract for any reason.

Technical responses are to be provided separately from the cost proposal.

**ATTACHMENT A
RFP 2020-144
OFFER AND ACKNOWLEDGMENT**

All information requested below must be provided. Failure to properly complete, sign and return this Offer and Acknowledgment Form may cause the offer to be rejected.

1. Primary Contact Person Information for Offeror:

Name / Title: _____

Legal Name of Offeror: _____

Telephone No. (____) _____ Alternate No. (____) _____

Email Address: _____ Fax Number: _____

2. Offeror/Company Information (Provide complete legal name and address of place of business)

Name of President/CEO: _____

Legal Name of Company: _____

Trade Name of Company: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Website: _____

Type of Entity / Organizational Structure: Corporation, Partnership, Joint Venture,
 Limited Liability Company, Non-Profit, Other: _____

State of Incorporation: _____ Date of Incorporation: _____

Federal Tax Identification Number: _____

Washington State UBI Number: _____

State Industrial Account Identification Number: _____

Name and Address of Resident Agent: _____

3. Did an outside individual/agency assist with the offer preparation? Yes No

If yes, please identify: _____

4. Receipt of Addenda. Offeror acknowledges receipt of the following addenda if any.
Addendum No. _____, Dated ___/___/___, Addendum No. _____, Dated ___/___/___
Addendum No. _____, Dated ___/___/___, Addendum No. _____, Dated ___/___/___
Addendum No. _____, Dated ___/___/___, Addendum No. _____, Dated ___/___/___
5. Identify your primary business _____
6. Offeror agrees that this offer shall remain valid for not less than **6 (six) months** from the offer due date and may not be withdrawn or modified during that time.
7. Offeror by submitting this Offer and Acknowledgment Form, certifies as following:
- a. Offeror has considered all applicable federal, state, and local laws, ordinances, rules, regulations applicable to the services and goods to be provided under this solicitation.
 - b. Offeror has fully read and understand the contents of the solicitation and have full knowledge of the scope, nature, requirements, and specifications and agrees to mee or exceed the same.
 - c. Offeror will make no claim against the County based upon ignorance of conditions or misunderstanding of the solicitation documents, or the goods and services to be provided.
 - d. Offeror has submitted this offer without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. Offeror understands collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.
 - e. The cost proposal submitted by the offeror reflects the total costs for all goods and services to be provided to the County in compliance with the solicitation. No additional fees or charges will be incurred by the County other than as identified in the proposal.
8. The undersigned certifies that he/she is an authorized representative of the offeror/company identified above; is authorized to summit this offer on behalf of that company and obligation the agrees on behalf of the company to furnish all goods and services in accordance with the terms and conditions of the solicitation.

Acknowledged and Agreed:

Signature of Authorized Representative

Name of Authorized Representative (print)

Title

Date

**ATTACHMENT B
RFP 2020-144
EXCEPTIONS AND ASSUMPTIONS FORM**

OFFEROR'S NAME: _____

The County does not intend to make changes to the terms and conditions of the solicitation, unless necessary to clarify the scope of work and technical requirements. Failure to accept the terms and conditions may result in a proposal being deemed nonresponsive. Offerors shall identify all Exceptions and/or Assumptions taken to any terms, conditions, and specifications of the solicitation and associated documents must be clearly identified on the table below and returned with the proposal. Unallowable or questionable Exceptions and/or Assumptions may cause a proposal to be non-responsive. Exceptions or Assumptions noted elsewhere in the solicitation and not specified on this form will be considered void and may disqualify the offer. All cells below must be completed for each Exception and Assumption.

SPECIFICALLY DESCRIBE ALL EXCEPTIONS AND ASSUMPTIONS (*attach additional pages if needed*):

Identify All Exceptions and Deviations (<i>check one</i>)	
<input type="checkbox"/>	No Exceptions Requested: Offeror is not requesting exceptions to the solicitation and associated documents.
<input type="checkbox"/>	Offeror requests the exceptions and/or assumptions identified below:

No	Solicitation section, page, and reference	Solicitation language to which an Exception or Assumption taken	Identify the basis for all Exceptions and Assumptions	Proposed Language	Price and Schedule Impact
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

No	Solicitation section, page, and reference	Solicitation language to which an Exception or Assumption taken	Identify the basis for all Exceptions and Assumptions	Proposed Language	Price and Schedule Impact
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					
23.					
24.					
25.					
26.					
27.					
28.					

Signature of Offeror's Authorized Representative

Date

Name of Offeror's Authorized Representative (print)

Title

**ATTACHMENT C
RFP 2020-144
COST PROPOSAL**

OFFEROR'S NAME: _____

Complete all worksheets provided below. If necessary, copies of additional sheets may be added. Please provide the total cost for the System as identified in the RFP.

Worksheet C-1: Summary Sheet- Project Charges				
	Description		Charges	Comment
1.	Training		\$ _____	
		Projected Hours		
2.	Services (if not included in the above)			
	1. Testing and Acceptance	_____	\$ _____	
	2. Technical Support	_____	\$ _____	
	3. Delivery/Handling (freight, handling, delivery, surcharges, and other incidental charges)	_____	\$ _____	
	4. Other _____	_____	\$ _____	
	5. Other _____	_____	\$ _____	
	6. Other _____	_____	\$ _____	
	7. Other _____	_____	\$ _____	
	Total Services:	_____	\$ _____	
	Discount:		\$ _____	
	TOTAL SERVICES:		\$ _____	
3.	Maintenance – Annual Cost			
	Application Software (<i>Provide 5-year breakdown</i>)		\$ _____	Year 1
			\$ _____	Year 2
			\$ _____	Year 3
			\$ _____	Year 4
			\$ _____	Year 5
4.	Vendor-Hosted SaaS – Annual Cost			
	Annual Subscription (<i>Provide 5-year breakdown</i>)		\$ _____	Year 1
	Annual Escalation if applicable _____%		\$ _____	Year 2
			\$ _____	Year 3
			\$ _____	Year 4

Worksheet C-1: Summary Sheet- Project Charges

			\$ _____	Year 5
		Discount:	\$ _____	
		TOTAL PROJECT:	\$ _____	

Offeror's Signature (*Authorized Representative*): _____

Print Name and Title of Signer: _____

Dated this ____ day of ____ 20 ____

ATTACHMENT D
RFP 2020-144
CONTRACTOR REFERENCE FORM

OFFEROR'S NAME: _____

OFFERORS: Provide at least five (5) references that can verify the offeror's experience and ability to provide the goods and services identified in the solicitation.

Agency Name:	Contract Period:
Contact Person (<i>Name and Title</i>):	
Complete Primary Address:	
Telephone Number:	E-mail Address:
Project Name:	Go Live Date:
Modules/Functionality Installed:	
Other Comments:	

Agency Name:	Contract Period:
Contact Person (<i>Name and Title</i>):	
Complete Primary Address:	
Telephone Number:	E-mail Address:
Project Name:	Go Live Date:
Modules/Functionality Installed:	
Other Comments:	

Agency Name:	Contract Period:
Contact Person (<i>Name and Title</i>):	
Complete Primary Address:	
Telephone Number:	E-mail Address:
Project Name:	Go Live Date:
Modules/Functionality Installed:	
Other Comments:	

Agency Name:	Contract Period:
Contact Person (<i>Name and Title</i>):	
Complete Primary Address:	
Telephone Number:	E-mail Address:
Project Name:	Go Live Date:
Modules/Functionality Installed:	

Other Comments:	
Agency Name:	Contract Period:
Contact Person (<i>Name and Title</i>):	
Complete Primary Address:	
Telephone Number:	E-mail Address:
Project Name:	Go Live Date:
Modules/Functionality Installed:	
Other Comments:	

REFERENCE CHECK RELEASE STATEMENT

You are authorized to contact the references provided and those entities to which the offeror is providing the same or similar service to obtain information about the offeror for purposes of the solicitation.

Offeror's Signature (*Authorized Representative*): _____

Print Name and Title of Signer: _____

Dated this ____ day of ____ 20 ____

**SELECTION CRITERIA AND POINTS SYSTEM FOR
Public Alert, Warning and Emergency Notification System**

Candidate	Killer Criteria		Critical Technical Criteria			Expansion Criteria			Total Score	Qualitative Assessment of Proposal and Theme	
	Rate 1 – 6	Points	Rate 1 – 4	Points	Rate 1-2	Points					
(By Number Only)	Max	Score	Max	Score	Max	Score	Max	Score			
	Contractor Status	10		Logging and reporting	10		Interoperability	5			
	System Reliability	10		Documentation	5		External controls	5			
	IPAWS Compliant	10		Training and acceptance	10						
	Ease of Use	10		Maintenance, warranty and technical support	5						
	Public Notification	10									
	Staff Notification	10									
		60			30			10		Total	100