

South East Texas Regional Planning Commission
Mass Notification System
2023 Invitation for Bid

INVITATION FOR BID

Issued by:

**SOUTH EAST TEXAS REGIONAL PLANNING
COMMISSION**

**CRIMINAL JUSTICE AND HOMELAND SECURITY
DIVISION**

For:

MASS NOTIFICATION SYSTEM

Bid Issue Date: May 12, 2023

Bid Due Date and Time: June 12, 2023 12:00pm CST

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Introduction

The South East Texas Regional Planning Commission (SETRPC) is providing an Invitation for Bid (IFB) and is accepting written bids from service companies providing a Mass Notification System for Emergencies, Outreach, and Surveys that keeps the communities informed of such events in the SETRPC service area of Hardin, Jasper, Jefferson, and Orange Counties in South East Texas. This service is funded by the United States Department of Homeland Security, Port Security Grant Program to enhance Cybersecurity & Protection of Soft Targets. The project is a Public/Private partnership with local Industry and is available to 430,545 residents, including 23 cities, 4 counties, and 46 Maritime Transportation Security Act (MTSA) regulated facilities (Industry). The Criminal Justice and Homeland Security Division is facilitating the regional project for all the stakeholder entities and residents in SETRPC service area.

Evaluation Process

This evaluation process determines which Bid provides the greatest benefit to the SETRPC service area. The SETRPC will not necessarily award the Contract to the Respondent offering the lowest cost to the SETRPC. Instead, the SETRPC will award the Respondent whose Responsive Bid the SETRPC believes will provide the best value to the SETRPC service area. Bids will generally be evaluated according to completeness, content, experience, ability and responsibility of the Respondent and its staff, and cost.

Evaluation Committee

The SETRPC will conduct a comprehensive, fair, and impartial evaluation of Proposals received in response to this IFB. The SETRPC will use an evaluation committee to review and evaluate the Technical Proposals. The evaluation committee will recommend an award based on the results of their evaluation to the SETRPC or to such other person or entity who must approve the recommendation.

Agencies Eligible for Contract

The following packet of information is designed for the use of those agencies and organizations that wish to compete for an annual contract to provide a Mass Notification System to the SETRPC service area. The Information in this IFB asks for Offerors that include alerting services for Emergency, Outreach, and Surveys through direct phone messages, email, text, social media, and RSS feeds.

Duration of Contract

The Contract shall have an initial term of one (1) year, beginning on October 1, 2023 and ending on September 30, 2024. At the end of the Contract's initial term, the SETRPC shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to a total of six (6) additional one-year terms using a valid Co-operative Purchase/Governmental Contract Purchasing contract. The SETRPC will give the Vendor written notice of its intent whether to exercise each option no later than 30 days before the end of the Contract's then-current term. All implementation preparation shall be completed and ready for operation by October 1, 2023.

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Submission of Bids

Bids responding to this request must meet the specifications and instructions in the IFB and be submitted via hand-delivery or mail to the attention of Stephen L. Curran, Director Criminal Justice and Homeland Security Division (CJHSD) at the South East Texas Regional Planning Commission by **12:00 noon, Monday June 12, 2023**. Bids must be **sealed**. Bids received after this date and time will not be considered. Interested agencies must **submit one original and nine copies of the completed bid, in addition to an electronic copy on a USB flash drive**.

Bids may be hand-delivered or mailed to the following address:

Mass Notification System Bid
Attention: Stephen L. Curran
South East Texas Regional Planning Commission
2210 Eastex Freeway
Beaumont, Texas 77703

The deadline for questions concerning this IFB is May 26, 2023 at 2:00pm CST. Questions should be:

Directed to: Stephen L. Curran
CJHSD Director
South East Texas Regional Planning Commission
scurran@setrpc.org

Calendar of IFB Activities:

IFB Ads:

May 12, 2023 Port Arthur News
May 19, 2023 Port Arthur News
May 19, 2023 Texas Register
May 26, 2023 Texas Register

Bidder's Packet Available on SETRPC website, www.setrpc.org:

May 12, 2023 – June 12, 2023 at 5:00pm CST

Bidder's Questions Due:

May 26, 2023 at 2:00pm CST

SETRPC Email Responses to Bidder's Questions Due:

June 02, 2023 at 4:00pm CST

Deadline for Bids:

June 12, 2023 at 12:00pm CST

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Bid Opening:

June 12, 2023 at 1:30pm CST

Potential Bidder Presentations:

June 28 – June 29, 2023

Notification of Awards:

July 03, 2023

Anticipated Contract Start Date:

October 01, 2023

Bid Format

The mass notification system bid shall be submitted typewritten, double-spaced and on 8 ½” x 11” white paper in response to the six (6) Review Criteria provided below. Font size should be no smaller than 12 pitch. To be complete, each bid for the mass notification system must include:

Transmittal Sheet:

Attach a transmittal sheet which includes the IFB title, name of your organization, date of submission and signed by an authorized representative of the applying agency.

Company Brochures

Attach any Company Brochures in support of meeting the six (6) criteria provided below.

Compliance with Review Criteria

The Bidder shall answer whether it will comply with each specification in the six (6) Review Criteria below. Where the context requires more than a yes or no answer or the specific specification so indicates, Respondent shall explain how it will comply with the specification. In that case, merely repeating a mandatory specification may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any deviations from the specifications of the IFB or specifications the Bidder cannot satisfy. If the Bidder deviates from or cannot satisfy the specification(s) of this section, the SETRPC may reject the bid without further consideration.

Review Criteria

All bids will be reviewed based on their responsiveness to the IFB using the following scoring mechanism. Each category will be assigned a maximum number of points possible on a weighted scale, and the combined maximum point total will equal 100. Potential vendors are expected to respond to each category and subcategory.

1) Applicable related experience and capabilities (45%)

- a. Ability to meet a myriad of local jurisdictions emergency alerting needs;
- b. Ability for residents to easily register via website portal or direct uploads;

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- c. Send messages via multiple mediums (voice, email, SMS and MMS message, RSS, and social media platforms) for emergency alerts for all cities and counties within the region;
- d. No less than 140 characters for text messages and ability to automatically split longer messages;
- e. Easily attach files, including photos, videos, feeds, to any messages;
- f. Ability to simultaneously send a maximum amount of messages in the most expedient time possible (messages per minute);
- g. Reliable system which experiences minimal, if any, down time;
- h. Easy to master mapping capability;
- i. Ability to geocode addresses populated into the system;
- j. Ability to send geofenced messages. (Targeted approach to the mapping tool by GPS coordinates, municipality, regionally, streets, specific addresses, including options to exclude certain addresses);
- k. Ability to integrate 911 data into a secure emergency message only location accessible only to emergency managers or those authorized to send emergency messages;
- l. System which is easy to learn and use;
- m. 24/7 live customer service and/or send an emergency message for a local jurisdiction;
- n. Easy to use mobile/tablet app that enables a message to be created and sent from a remote location;
- o. Dedicated customer service and/or technical support representative (provide support response times for review);
- p. Ability to integrate information and notification postings to the Southeast Texas Alerting Network (STAN) and other websites (RSS feed);
- q. Support iPaws capabilities;
- r. Automatic national weather service alerts;
- s. Cybersecurity measures and protections with client and user data;
- t. Single import capability for multiple cities and counties;
- u. Multiple language transcription;
- v. Multiple two-way communications (voice, SMS, email);
- w. TTY capability;
- x. Training options (onsite and web based);
- y. Jurisdictional data integrity among multi-tiered authority or user levels;
- z. Robust reporting (result summary, audits);
- aa. Automated inbound information hotline;
- bb. Message templates capability;
- cc. Vendor needs an active cooperative agreement available if renewed in following years;
- dd. Provide debarment status;
- ee. Assigned short code for jurisdictions (no less than 60);

2) Price for service to 430, 545 citizens (15%)

- a. Cost for period 10/01/2023 to 09/30/2024

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- b. How is price calculated;
- c. Is it based on users;
- d. Is it based on estimated recipients;
- e. Is it based on population;
- f. Will price remain the same from 10/2024 to 09/2029;

3) Creditable and comparable client references (15%)

- a. List three positive clients;
- b. List one negative clients;

4) Production schedule of contract (10%)

- a. What is the process for implantation;
- b. What information is needed;
- c. What is the length of time needed to set up SETRPC region;
- d. Will entities need individual meetings;
- e. Operational by 10/01/2023;

5) Offeror background (10%)

- a. When was company formed;
- b. Provide list of company senior leader team and project representative and tenure;
- c. List financial contacts;
- d. Product and/or application history;
- e. Detail the bidder's background and experience as it relates to the IFB;

6) List any subcontractor services (5%)

- a. Subcontractor name;
- b. Reason for subcontractor;
- c. Qualifications/technology assets;
- d. Provide debarment status for each subcontractor;

Review Process

Each bid will be reviewed by the evaluation committee of local Emergency Managers and Stakeholders under the supervision of the Criminal Justice and Homeland Security Division for responsiveness to the IFB and bidder's presentation, if needed, on June 28-29, 2023, via in-person at SETRPC or virtually using Microsoft Teams scheduled by SETRPC. Scheduling details of offeror presentations will be provided at a later date.

Presentations

Plan to provide up to a 2-hour presentation at your scheduled time allowing approximately one (1) hour for presentation and a second hour for Q & A about your organization and your implementation of the mass notification system. Based on the scoring and recommendations of the Evaluation Committee from the Criminal Justice and Homeland Security Division, a recommendation for final approval will be made.

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Applicable Laws and Regulations

The Bidder shall adhere to uniform administrative requirements and cost principles which are in compliance with relevant provisions of 2CFR§200.212 (Super Circular – Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards) and other regulations except where these provisions are superseded by statute.

Nondiscrimination

Recipients of grant funds shall comply with all Federal and State laws and regulations which prohibit discrimination based on age, race, sex or national origin and which also require equal employment opportunities and affirmative action including, but not limited to, U. S. Department of Health and Human Services regulations.

Project Related Taxes

The successful Bidder under the terms of subsequent contract(s), which may be issued by SETRPC, shall incorporate information stating that SETRPC is an organization which qualifies for exemption provisions pursuant to provisions of the Texas Limited Sales, Excise, and Use Tax Act. The Bidder must obtain a Limited Sales, Excise, and Use Tax Permit which shall enable the Bidder to buy the materials to be incorporated into the project without paying the tax at the time of purchase.

Non-Binding Comments and Responses

All comments, utterances, verbal responses, etc. issued by any employee, member, or agent of SETRPC shall be considered informal and non-binding on this IFB or any contract awarded as a result of this IFB. Any change or clarification, or request thereof, shall be clearly stated in written form.

Publicity

Any publicity released by Bidder giving reference to this contract, whether in the form of press releases, brochures, photographic coverage, or verbal announcement shall be issued only with prior approval of SETRPC.

Rejection of Proposal Responses

SETRPC may reject a proposal response if:

- The Bidder misstates or conceals any material fact in the proposal;
- The Bidder does not strictly conform to law or the requirements of the IFB;

SETRPC may reject any or all proposal responses and may reject any part of a proposal response. SETRPC may also waive any minor informalities or irregularities in any response whenever it is deemed in the best interest of SETRPC to do so.

Financial Information to Provide

- 1) W-9
- 2) Information on invoice

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- a. Company Name must match W-9
- b. Contract Signatory must match name on W-9
- c. Mailing address must match W-9
- d. Provide a contact person