

## QUESTIONS FOR THE REQUEST FOR PROPOSALS MESSAGING ALERT SYSTEM (UPDATED)

The RFP requests two systems – one for commuters and one for employees. How many employees will be included in the employee system and is that part of the total number given?

The internal paging system usually has anywhere between 75 to 90 employees. The total number in the RFP (15,000) does not include the employee side of the alerts. The 15,000 is for the commuter side of the alerts.

Are we able to email the electronic copy or do we need to include it on a CD or something in the mailed package?

The electronic copy (CD, flash drive, etc) must be included in the mailed package.

If SMS notifications are required, please specify or estimate how many outbound SMS messages per year

We estimate the outbound SMS messages to be around 13 million messages a year.

Do you require the ability to receive inbound SMS messages or need a response to the outbound SMS message? If inbound or response to SMS is required, please estimate how many inbound SMS notifications per year?

On the commuter side of the system, we will not be requiring inbound messages. We would not like to encourage texting and driving. We have other means to communicate to the commuters.

On the employee side, they will need a way to “confirm” they have received a message to the operators on duty. This can be a simple acknowledgment and doesn’t have to be messages back and forth.

What type of number will be used for SMS? Local or Toll free? Will the number used for SMS be an existing number you own? If more than one number will be used for SMS notifications, please specify how many?

Our current provider has two short codes (5 numbers; xxx-xx format) that that have been provided for our use. At least one number will need to be provided as part of the service.

Do you require Email notifications? What mail service does your organization use?

Yes. Our notifications are sent via SMS text message or Email on the commuter side and SMS text message, phone call, and Email on the employee side.

The same as the SMS messages, our notification emails are sent through the provider's system and not our own.

What is the primary language required for notifications? What additional languages, if any, need to be supported? What percentage of calls/SMS would not be in primary language, if applicable?

We currently only provide notifications in English.

How will contact/notification recipient information be provided?

Data being transferred from the current system will be given to our new provider in a CSV file. New customers must have the ability to register/unsubscribe online or be added/deleted manually by an administrator.

Where are notification campaigns reports/logs/results stored and accessed?

All data is hosted with our current provider and accessed via a client web application.

Do you require notifications to social media?

Yes. Our notifications need to be sent to thecauseway.us website (via an API), Twitter, & Facebook.