City of Rocky Mount	
Addendum 1	
Refer _ALL_ Inquiries regarding this RFP to: Ramona Plemmer Senior Purchasing Technician	**RFP** #320-241121RP
	RFP Due Date: 12/14/2021
	Contract Type: Goods/Services

FAILURE TO RETURN THIS ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS MAY SUBJECT YOUR BID TO REJECTION ON THE AFFECTED ITEM(S):

Questions and Answers

1. **Q:** 5.1 General Specifications – What are the potential uses in detail for this solution?
   A: The potential users for this solution set are the citizens of Rocky Mount, NC along with city staff.

2. **Q:** 5.1 General Specifications - Do you plan on sending notifications to citizens/residents only? Or do you plan to use the system to communicate with your employees and others as well?
   A: This application is needful for both citizen/residents and in some case visitors if they choose to download and install the application. As mentioned prior, the city of Rocky Mount, NC employees are encouraged to download and install this application.

3. **Q:** 5.1 General Specifications - Please advise the historic (past 12 months) message usage on your current notification tool for phone, text, email alerts for both internal and external alerts.
   A: Currently the city uses "Code Red" as the notification system. However, the city of Rocky Mount, NC is looking to acquire a solution-set that is more public facing than "Code Red". Our preference is to use both methods of communication on this platform.

4. **Q:** Will multiple departments within the city be using it or one? How many administrators of the system?
   A: Yes, there will be potential for all Departments to use this notification app however, for now it will be pointed to one Department with more to come. We are asking in your offering (proposal, make sure your solution is scalable).

5. **Q:** Will alerts be geo specific or list driven?
   A: Geo Specific

6. **Q:** What term contract term does the City want for this RFP?
   A: One base year plus two (2) option years for upgrades and enhancements.

7. **Q:** Does City of Rocky Mountain have an existing application that will trigger sending messages to the vendor platform via APIs? Are they automated or will someone send the messages manually?
   A: Yes, the city of Rocky Mount, NC has city owned mobile app that is published by both iOS and Android. Our city app pulls from our website and doesn't have an RRS instance connected with it therefore it will be a manual process until we are able to posture the app to automatically send alerts.

8. **Q:** Is the vendor platform supposed to replicate the city's notification database or will the vendor platform have to integrate with an external database server?
   A: The vendor will integrate with the city's database.

9. **Q:** Regarding safety and welfare communications, is the vendor platform expected to automatically trigger messages based on emergencies (e.g., weather alerts, live traffic updates) or will City of Rocky Mountain initiate the messages using APIs and the vendor platform will deliver the messages across multiple channels (SMS, Voice etc.)
   A: Yes, the vendor solution shall be configured to automatically send messages for the city of Rocky Mount, NC using the APIs from the city with both SMS and Voice.

10. **Q:** What kind of messaging volumes do you expect? Do you have any historical data on past usage and messaging volumes that you can share?
    A: There are roughly 54,000 citizens inclusive of employees living in or near the city or Rocky Mount, NC.

11. **Q:** Whether companies from Outside Canada can apply for this? (like, from India or China)
    A: No.

12. **Q:** Whether we need to come over there for meetings?
    A: All meetings can be initiated remotely through Teams, Web-X, Bluejeans or vendor choice.

13. **Q:** Can we perform the tasks (related to RFP) outside Canada?
    A: Yes.

14. **Q:** Can we submit the proposals via email?
    A: Per section 2.5 EMAILING OR MAILING INSTRUCTIONS of the RFP, (Yes).

15. **Q:** What is the appropriate answer.
    A: All data the passing or collected by this application is property of the city of Rocky Mount, NC.

16. **Q:** Vendor is providing a Service, not a product/deliverable.
    A: This application is a combination of software and services. Yes, product and deliverable.