



Division of Purchasing
Request For Information No. 1401
for

Public Alert and Warning Systems

Release Date: July 11, 2013
Deadline for Submission and Opening Date and Time: September 20, 2013 at 2:00 pm

For additional information, please contact:
Judith Lyman, Contract Manager @ Division of Emergency Management
(775) 684-0324
(TTY for the Deaf or Hard of Hearing: 1-800-326-6868.
Ask the relay agent to dial 1-775-684-0324/V.)

**This document must be submitted
in the vendors response**

See Page 4, for instructions on submitting response.

Contact Information

Company Name _____

Address _____ City _____ State _____ Zip _____

Telephone (____) _____ Fax (____) _____

E-Mail Address: _____

Contact Person _____

Print Name & Title _____

Request for Information process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below.

1. OVERVIEW OF PROJECT

The Department of Public Safety, Division of Emergency Management is seeking vendors that can provide information for the State Public Alert and Public Warning System.

The intent of the project is to provide a software portal for originating and sending public alert and warning messages on an integrated system with planning, sending, tracking and analyzing messaging to users using multiple communication channels.

The State of Nevada is unique in both its geography and demographics.

- Nevada is the most mountainous state in the union.
- Nevada has the highest percentage of federally owned and managed land at 87%.
- Nevada has a population of approximately 2.75 million people located in three separate and distinct geographic areas (examples provided);
 - Southern Nevada, Clark County (Las Vegas) and 3 rural counties with 74% of the population,
 - Northwestern Nevada – Reno, Sparks, Carson City, and six surrounding counties with 23%, and
 - The balance of the population is located in the counties of Northeast Nevada – Elko, Lander, Humboldt, Eureka and White Pine.

The proposed alert and warning solution must address these challenges and provide for service to both urban and rural communities statewide.

2. SCOPE OF WORK

2.1 Purpose

- Provide a next generation common alerting protocol (CAP) alerting solution that meets the OASIS CAP v1.2 standard to ensure simultaneous local origination of broadcast EAS alongside CAP EAS without error, fault or unnecessary duplication.
- Ensure flexibility to accommodate future interoperability with local jurisdiction messaging systems, and versatility to set the foundation for the county's next-generation digital public alert and warning strategy.
- Provide for alerts via personalized notifications.
- To meet the requirements of the following functional categories:

1. **Interoperable (COG-to-COG):** Capability to exchange situation information between Collaborative Operating Groups (COGs) via CAP and/or EDXL-DE.

2. **Post NWEM:** Non-weather emergency message (NWEM) authoring interface for the National Weather Service HazCollect system.
 3. **Post EAS:** Emergency Alert System (EAS) authoring interface.
 4. **Post CMAS:** Commercial Mobile Alert System (CMAS) authoring interface.
 5. **Retrieve/Disseminate:** System polls IPAWS-OPEN to retrieve and/or disseminate alerts.
- Vendor and emergency notification system (“system”) must be approved by the FEMA 3rd party CAP certification process
 - CAP-based message origination portal must be capable of authoring and simultaneously sending messages to multiple contact paths including but not limited to FEMA’s IPAWS, WEA, statewide/local EAS, SMS/Email, smartphone application, etc.
 - The system must be able to communicate emergency messaging to at least 95% of the population of the state.
 - Message origination portal must be web-based and password protected so that it can be accessed from any computer, smartphone, or tablet device
 - Message origination portal must provide message history that includes time stamp, message script, and user ID of sender
 - System must be able to post and consume messages to/from FEMA’s IPAWS
 - System must be able to send voice and text EAS messages consistent with the statewide EAS plan published by the Nevada Broadcasters Association
 - System must support attaching audio and picture files to EAS messages
 - System must provide automatic logging for each EAS alert sent, the required weekly and monthly tests (RMT and RWT)
 - System must provide an option for EAS alerts to be sent to FEMA’s IPAWS
 - System must contain a current table of county names that can be selected easily on-screen in order to direct voice and data EAS alerts to specific geographic locations or to the entire state
 - System must prevent an expired EAS alert from being broadcast
 - System must allow a user to select from a predefined list of EAS alert types/designations
 - System must allow both “user generated” content from local sources and “automated” content from sources like FEMA or the National Weather Service

- System must be capable of integration with other emergency notification systems like outdoor warning sirens or “Reverse 911” systems using a published software API
- System must allow a jurisdiction to send messages to a smartphone application compatible with both Apple iOS and Google Android platforms
- The smartphone application must have the ability to not only receive state or local emergency information but also weather forecasts, radar, and current conditions for multiple locations chosen by the end user
- The smartphone application must have the ability to provide push notification and voice audio for information to the end user
- Smartphone application must have the ability to support jurisdiction generated video
- Smartphone application must have the ability to send messages to “public” and “private” groups as created and selected by the jurisdiction
- System must operate 24 hours a day, 7 days per week, 365 days per year
- System training includes administrative portal credentialing and activation, initial group development and addition into portal, training on system usage, and ongoing support throughout duration of contract
- Provide specific details as to any potential or ongoing maintenance, usage, or support fees for the duration of the contract.

2.2 **Cost**

TBD

2.3 **Submittal Instructions**

Nevada Division of Emergency Management will accept questions and/or comments in writing, received by e-mail regarding this RFI as follows:

Questions must reference the identifying RFI number and be addressed to the State of Nevada, Division of Emergency Management, Attn: Judith Lyman, e-mailed to jlyman@dps.state.nv.us or faxed to (775) 684-0323. The deadline for submitting questions is August 9, 2013 at 2:00 pm, Pacific Time. All questions and/or comments will be addressed in writing and responses e-mailed or faxed to vendors submitting questions on or about August 23, 2013 at 2:00 pm, Pacific Time. The questions and answers will be posted as an Amendment at <http://dem.nv.gov/DEM/RFI> on the State of Nevada Division of Emergency Management website. Please provide company name, address, phone number, e-mail address, fax number, and contact person when submitting questions.

2.4 **RFI Timeline**

TASK

DATE/TIME

Release date July 11, 2013
Deadline for submitting questions August 9, 2013 @ 2:00 pm
Answers to all questions submitted available on or about August 23, 2013 @ 2:00 pm
RFI response due no later than **September 20, 2013 @ 2:00 pm**

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

2.5 **Proposal Submission Requirements:**

Vendors shall submit their response as designated below:

One (1) original marked "MASTER"
Two (2) identical copies

Proposal shall be submitted to the State in a sealed package and be clearly marked:

"Technical Proposal in Response to RFI No. 1401"

If the separately sealed proposal, marked as required above, are enclosed in another container for mailing purposes, the outermost container must fully describe the contents of the package and be clearly marked:

REQUEST FOR INFORMATION NO.: 1401

RFI RESPONSE OPENING DATE: September 20, 2013 @ 2:00 pm

FOR: Public Alert and Warning System

Proposal should be received at the address referenced below no later than 2:00 pm Pacific Time, on September 20, 2013. Responses that do not arrive by proposal opening time and date may not be considered in the development of this project. Vendors may submit their proposal any time prior to the above stated deadline.

Response shall be submitted to:

State of Nevada, Division of Emergency Management
Attn: Judith Lyman
2478 Fairview Drive
Carson City, NV 89701

Thank you for your interest and response to this Request for Information.