



August 29, 2018

**ADDENDUM NO. 1**

**REQUEST FOR PROPOSALS (RFP) # MWJ1804-EMERGENCY MASS NOTIFICATION SYSTEM**

**ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB DRIVES OF THE RESPONSE TO BE SUBMITTED**

**All responses shall be addressed and returned to the following address by the due date and time:**

**City Colleges of Chicago  
Dawson Technical Institute  
Procurement Services  
3901 South State Street, Room 102  
Chicago, IL 60609**

**Attention: Marietta Williams-Johnson, Buyer**

***Responses must be received no later than 12:00 p.m. local Chicago time, on  
Wednesday, September 12, 2018***

---

**Part I - Questions, Responses and Clarification of Information:**

- Q1 Do you prefer a custom-made solution or an “off-the-shelf” / “out-of-the-box” platform?  
Response: CCC prefers a solution that meets the requirements outlined in the RFP. However factors such as cost effectiveness, maintenance, functionality enhancement, and a defined product roadmap will be used in the evaluation of proposed solutions.
- Q2 Does this solution require/demand the vendor to host it?  
Response: If a vendor is proposing a Software as a Service (SaaS) or a hosted solution then it is expected that the vendor will host the solution meeting our requirements outlined in the RFP.
- Q3 Has CCC determined a budget for this project? If so, what is the amount?  
Response: CCC is looking for the best solution that meets the requirements outlined in the RFP.
- Q4 We are a U.S based company with offices across the globe. With that being said, will you accept offshore development services for this project?  
Response: Off shore development services will be accepted if they meet our requirements for security and audit outlined in the RFP.

- Q5 If you are seeking development, will onsite visits be required during development?  
Response: On-site visits to CCC by the vendor's development resources should not be required.
- Q6 What is the existing system and brand?  
Response: CCC currently uses Everbridge by Federal Signal.
- Q7 Has CCC already researched brands prior to this RFP?  
Response: Yes
- Q8 Will CCC accept an alternate system?  
Response: CCC will review all proposals submitted in response to this RFP.
- Q9 Is a bi-directional system being considered?  
Response: A bi-directional system has not previously been considered, but if the functionality is included in a solution that meets the requirements of the RFP it will be considered.
- Q10 Will CCC provide servers and will CCC provide a virtual machine?  
Response: If a vendor proposes a solution that requires CCC to provide computing resources, detailed specifications for the resources must be provided with the RFP submittal.
- Q11 Is CCC looking for software and hardware? If so, what CCC hardware or systems will the software need to be integrated with?  
Response: CCC is looking for a solution that meets the requirements outlined in the RFP. One of the key integrations in the requirements is with our PeopleSoft system.
- Q12 Will licensing be one time or on-going and for how long?  
Response: This contract will begin upon execution of a professional service agreement and the issuance of a Purchase Order for a period of three (3) years with an option to renew for an additional two (2) year periods, subject to our Board's approval. (See RFP document, Section V – General Instructions, L. Contract Terms)
- Q13 Does CCC have any private VLAN for security? Will this system be segregated as well?  
Response: CCC has the ability to setup secure VLANs. Decisions about the implementation of a proposed solution within the CCC environment will be made based on the solution proposed by each vendor including security, accessibility by our end users, and the solution performance needs.
- Q14 Is CCC looking for software for each campus or are all campuses linked together? If no campus linkage, will CCC require campuses to be linked together?  
Response: The preference for this solution is that it is a central system that can be used by end users at any of the CCC locations, and ideally from remote locations as well.

- Q15 If all CCC campuses are linked, how are they currently linked together?  
Response: CCC has an internal network that connects all of our locations to each other.
- Q16 Will there be any integration to the physical security systems?  
Response: No integration to the existing security systems is expected.
- Q17 On the pre-proposal call, it was mentioned that you have 80,000 students and 5,000 staff. However the RFP states, in Section II - Item 1.5 - Page 4, that we must show/demonstrable capability to support a college population of 250,000 students. Please confirm how many contacts will be required in total? (A contact is deemed as 1 person with as many telephone and email addresses as required.)  
Response: Our current level of students and staff was mentioned on the pre-proposal call, however the RFP requirements are based on historical levels and should be used for the purposes of proposing a solution.
- Q18 Could you clarify if the integration with PeopleSoft for contact data upload will be required as one-way or two-way? Or, can proposers offer both options?  
Response: One-way database upload being the option to export a CSV file from Peoplesoft and import nightly to groups/ network. Two-way database upload via API to provide a two-way real time upload which needs to be set up only once. Any changes in Peoplesoft will automatically be added to groups/ network and any changes made on our system will be automatically sent back to PeopleSoft.
- Q19 Is there an incumbent competing?  
Response: Yes. The current vendor will be allowed to submit a proposed solution that meets the requirements of the RFP.
- Q20 Is there an internal team currently working on the development, or are you outsourcing current development?  
Response: There are currently no plans to develop a comparable system internally, but that is subject to change based on the needs of CCC.
- Q21 What is the renewal date of Everbridge and Federal Signal that would indicate your timeline for a replacement system?  
Response: Our current contract for these services with Federal Signal will end on December 31, 2018.
- Q22 When is the anticipated award date?  
Response: We anticipate approval at our November 2018 Board of Trustees meeting.
- Q23 When are you expecting to engage with the vendor after the award has been given?  
Response: We will engage with the awarded vendor after approval by our Board of Trustees.

- Q24 When is the expected/needed “go-live” date of the project?  
Response: Implementation of the solution must be completed by December 31, 2018.
- Q25 What’s your current operational cost with Everbridge?  
Response: Please email our General Counsel’s Office, [gencounseloffice@ccc.edu](mailto:gencounseloffice@ccc.edu), and request this information as a FOIA request.
- Q26 Do you have a period of notice for cancellation should you wish to cancel contract?  
Response: Please refer to the RFP document for this information which can be found in Section V – General Instructions, Item I – Termination.
- Q27 When would we be able to provide product presentations?  
Response: Only the selected short-listed firm(s) will be invited for Oral Presentations and Demonstrations. We anticipate that these meetings will be held on September 27 and/or September 28.
- Q28 If there is a preference for local firms, how many additional evaluation points are they awarded vs U.S based firms outside of Illinois?  
Response: There are no additional evaluation points for local firms.
- Q29 Whether companies from Outside USA can apply for this RFP? (like from India or Canada?)  
Response: Any company can submit a proposed solution that meets the requirements outlined in the RFP document.
- Q30 Whether we need to come over there for any meetings? (from India or Canada)  
Response: Yes. There will be in person meetings conducted during the implementation and planning phases with the winning vendor.
- Q31 Can we perform the tasks (related to RFP) outside of USA? (like from India or Canada)  
Response: If the requirements outlined in the RFP can be met and the vendor can demonstrate how the requirements can be met from outside the United States, they will be considered.
- Q32 Can we submit the proposals via email?  
Response: No, we do not accept proposal responses via email. All proposal responses are to be submitted as stated in the RFP document.
- Q33 To the best of your knowledge, are there any circumstances that will cause you to:
- Cancel the RFP?
  - Not move forward with the winning bidder?
  - Lower the budget for the project?
  - Prolong the evaluation process or reissue the RFP?
- Response: Too early to predict the outcome of this process

Q34 Is there a link for resources to locate certified M/WBE firms?

Response: The public directories to identify certified firms are available at the following links: <https://chicago.mwdbe.com/?TN=chicago> and <https://cms.diversitycompliance.com/>. Please note however that CCC accepts certifications beyond those conferred by these agencies as listed in Section 5C of Appendix 1.

Q35 Are there some best practices from previous submissions for meeting M/WBE goals?

Response: Please review board report 32829 available on CCC's website at <http://www.ccc.edu/departments/Pages/Board-of-Trustees.aspx> under the publications sub link. Additional due diligence can be conducted using the link <https://webapps1.cityofchicago.org/VCSearchWeb/org/cityofchicago/vcsearch/contractor/agencySelection/begin.do> to see what MBE/WBE Plans have been submitted to other City of Chicago agencies for similar services.

Q36 Is there a required submission preference for M/WBE contractors?

Response: No

Q37 Is there a set aside program that's exclusively in reference to M/WBE companies?

Response: City Colleges of Chicago's Board approved MBE/WBE policy is detailed in Appendix 1 of the solicitation documentations.

Q38 Are MBE/WBEs given any preferences or leverage in responding to the RFP?

Response: Respondents' MBE/WBE Plans are evaluated accordingly along with the entire proposal.

Q39 The cost percentage for MBE/WBEs is the total cost for services, excluding the cost for licensing fees. Is this correct?

Response: Yes. However, indirect participation must be considered.

Q40 Can you please provide us a link to MBE and WBE partners that we may partner up with for this RFP?

Response: The public directories to identify certified firms are available at the following links: <https://chicago.mwdbe.com/?TN=chicago> and <https://cms.diversitycompliance.com/>. Please note however that CCC accepts certifications beyond those conferred by these agencies as listed in Section 5C of Appendix 1.

Q41 We are hoping to get further clarification regarding the MBE/WBE requirements in the RFP. Per the pre-proposal dial-in call, the only item(s) that should be sub-contracted to MBE/WBE firms is professional services/implementation fees and not annual licensing. Is this correct?

**Response:** Yes. However, indirect participation must be considered.

Q42 Our solution is Software-as-a-Service which means the costs are predominantly annual software licensing fees with very limited deployment costs and typically no professional services costs. Therefore, we are hoping to get more clarity on how we can ensure compliance with your MBE/WBE requirements.

**Response:** Implementation is direct participation. CCC's program allows for indirect participation, which are services not directly, related to the scope of services. For example, using a certified catering firm or advertising firm is indirect participation. Potential Respondents should consider direct and indirect avenues to meet the M/WBE goals.

**Part II – Modification(s) to the RFP Document**

**Currently Reads Due Date:**

**All responses shall be addressed and returned to:**

**City Colleges of Chicago  
Dawson Technical Institute  
Procurement Services  
3901 South State Street, Room 102  
Chicago, IL 60609**

**Attention: Marietta Williams-Johnson, Buyer**

***Responses must be received no later than 12:00 p.m. local Chicago time, on  
Friday, September 7, 2018***

**CHANGE TO NEW DUE DATE FOR SUBMISSION OF RESPONSES:**

**All responses shall be addressed and returned to:**

**City Colleges of Chicago  
Dawson Technical Institute  
Procurement Services  
3901 South State Street, Room 102  
Chicago, IL 60609**

**Attention: Marietta Williams-Johnson, Buyer**

***Responses must be received no later than 12:00 p.m. local Chicago time, on  
Wednesday, September 12, 2018***

**Please acknowledge receipt of all Addendums in your proposal responses.**

**END OF ADDENDUM**