



**ADDENDUM
CITY OF AUSTIN, TEXAS**

Solicitation: PAX0139

Addendum No: 4

Date of Addendum: 09/01/2016

This addendum is to incorporate the following changes, questions and answers to the above referenced solicitation:

1. Question: 2.01 and 2.05 – What is the definition of “short code” as used in sections 2.01 and 2.05?

2.01	Message Services	The System shall provide text messaging via traditional SMS. Vendor shall send text messages using a unique short code for all messages sent from the system. The receiving device shall have a method to identify all text messages received from the system.	Must Have
2.05	Message Services	The System shall generate an automatic sender (Short Code) ID for these following message types: <ul style="list-style-type: none"> • Email • SMS • Pager 	Must Have

Answer: The City’s requirement is to deliver true SMS messages using short codes; all messages come from the same pre-fix. The carrier provides short codes.

2. Question: 2.34 – What are the existing items listed in this section currently in use?

2.34	Message Services	The System shall support message delivery to following alerting systems: Public addressing System Sirens/beacons Electronic messaging boards Digital signage Panic/duress System Digital sensors, e.g., chemical leak, temperature management, digital camera. List all of your partners in these markets. If you provide these tools yourself, please document the product names.	Desired
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Answer: This is a desired feature. If the vendor can support it, please mention any and all partners used by the vendor to support these systems.

3. Question: 2.40 – When would the City utilized “vendor operator assisted activation”?

2.40	Message Services	The System shall provide the Vendor operator-assisted activation.	Must Have
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Answer: The City is requesting an alternate mechanism to deliver the messages, if the internet is not available. The vendor shall have the ability to make sure there is a way to send a message if all systems are down. This requirement shall be available on as needed basis, but will not be used on a daily basis and will only be used when the regular mode of transmission is not available and for critical failure times.

4. Question: 2.67, 2.66, 2.69 – What is “call” under this section mean?

2.66	Message Services	The System shall have the ability to stop calling when one device is reached	Desired
2.67	Message Services	The System shall have the ability to stop calling after a predefined number of people respond (for example, the people in one group)	Desired

2.68	Message Services	The System shall have the ability to set a global default for all calling scenarios	Desired
2.69	Message Services	The System shall have the ability to redirect a call to another contact if a contact does not answer.	Desired

Answer: The term Call in the requirements representing messaging. It is not a “voice” component. However, if vendors have the ability to support voice in addition to messaging, the vendor are invited to provide the information in the notes column of the requirement sheet.

5. Question: 2.64 – Can the City provide example of what considered escalation?

2.64	Message Services	The System shall have the ability to set custom rules for escalation	Desired
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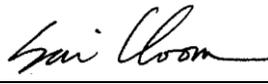
Answer: The requirement is to have the ability to escalate the delivery of the message for an on-call group. For example, if the recipient of the message does not respond on time, then the system shall deliver the message to the next person as configured in the system for group hierarchy.

6. Question: 5.13 – Would the database management be system wide or only for those accounts that choose to have vendor assist and would it be for all devices?

5.13	Vendor support	The Vendor shall support System database management including, but not limited to, add, delete, and any other modifications to each user account and associated end points within the proposed software solution at the Austin customer-service location as defined in 5.11.	Desired
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Answer: The database management will be for system-wide and will not be split by coalition members.

7. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: 
 Sai Purcell, Senior Buyer Specialist
 Purchasing Office, 512-974-3058

09/01/2016
 Date

ACKNOWLEDGED BY:

 Name Authorized Signature Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.