**ATTACHMENT A**

**SOLICITATION NO. 0900000438**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

The Office of Management and Enterprise Services (OMES), Information Services Division (ISD) is seeking responses from potential Suppliers to provide Outdoor Warning Systems Products and Services for State Agencies and Affiliates to purchase on an as-needed basis.

Oklahoma has 77 counties and over 500 municipal government Affiliates that have intermittent project requirements for outdoor warning sirens with associated systems, parts and services.

Many Oklahoma communities have existing systems in need of refurbishment, while others are looking for completely new systems. Some communities have differing system models within their domain. As a result, this Solicitation seeks to provide a solution for purchasing required systems, parts and services to keep the Oklahoma outdoor warning systems viable, ready and secure.

The Contract is awarded as a statewide contract on behalf of the Office of Management and Enterprise Services. As a result of this Solicitation OMES, Information Services Division (ISD), expects to receive and evaluate responses and select one or more qualified Suppliers with which to establish a contract(s) for Outdoor Warning Systems Products and Services that is available to all Oklahoma Purchasing Entities.

When a need is identified, the Purchasing Entity will provide a Supplier awarded a contract under this Solicitation with business requirements and technical specifications for their specific project.

Award of the Contract to a bidder is not a guarantee of being selected to provide products and services.

The Purchasing Entity will directly negotiate the terms of a Statement of Work with a Supplier when a project is needed.

If awarded a contract, the Supplier is responsible for keeping the State informed of personnel contact changes and is not responsible if the Supplier does not receive an invitation to bid on a Statement of Work.

If any of the products or services are coming to an end-of-life please provide an end date.

**1.** **Contract Term and Renewal Options**

The initial Contract term, which begins on the effective date of the Contract, is one year and there are (4) one-year options to renew the Contract.

**2.** **Specifications**

### **2.1.** Control Station – Explain how the system addresses each of the following:

**A.** Siren activation and method of activation including Dual-tone Multi-Frequency (DTMF), Frequency Shift Key and Two Tone.

#### **B.** Remote site status after testing or emergency activation.

**C.** Physical security of the controls.

**D.** Report and documentation.

**E.** User Interface.

**F.** Responsive design.

**G.** User friendly/browser based and intuitive portal.

**H.** Geographical identification tools.

**2.2.** Remote Stations – Explain how the system addresses each of the following:

**A.** Provide information relevant to the controllers available to activate the unit. Discuss the activation method(s) such as keypad, website, computers or automated solutions.

**B.** Programming the controller.

**C.** Discuss the capabilities of the controllers to perform diagnostics and transmit to the central control.

**2.3.** Hardware

**A.** Discuss the type of power the siren runs off of such as battery or commercial power.

**B.** Discuss the back-up power sources for the solution as in battery, solar, generator, etc.

**C.** Discuss what parts are not offered by the Supplier under this contract that are required to make the system functional (power, pole, etc.)

**D.** Discuss hybrid systems where different vendor sirens and/or different model numbers from the same Supplier.

**2.4.** Compliance

**A.** Discuss how the proposed parts and/or services meet or exceed all federal requirements specifically to address the CPG-1-17 guidance.

**2.5.** Installation and Implementation Plan

**A.** Briefly discuss and provide an example of a typical installation and implementation plan.

**B.** Discuss what steps are taken to ensure proper functioning of the system upon completion and hand-off for customer acceptance.

**2.6.** Training – Discuss and define the following:

 **A.** Technical online knowledge base

 **B.** Training documentation

 **C.** Continuation training

 **D.** Service manuals and installation documentation shall be provided to the customer.

**2.7.** Support

**A.** The Supplier shall provide support in order to troubleshoot system operation, assist with software system configurations, or software upgrades.

**B.** Indicate the response times provided for support

**C.** Provide Support hours of operation

**D.** Give location(s) of In-State call center staff

**E.** Discuss the steps taken for Change Management

**2.8.** Maintenance

 **A.** Provide a list of everything included in the maintenance services you propose.

 **B.** Provide a maintenance schedule to include batteries, controllers, etc.

**2.9.** Software Systems – Discuss how each of the following work in your proposed solution:

 **A.** Platforms supported

 **B.** Browser compatibility

 **C.** Operating systems supported

 **D.** Hardware recommendations

 **E.** Remote access capabilities

 **F.** Interfaces

 **G.** Performance and monitoring capabilities

 **H.** System availability

**2.10.** Administration – Discuss how each of the following work in your proposed solution:

 **A.** User rights/role based administration and user management

 **B.** Passwords

 **C.** Audit

 **D.** Authentication

**2.11.** Security – Discuss the processes and procedures regarding the following:

 **A.** Disaster recovery

 **B.** Back-up

 **C.** Redundancy

 **D.** Data security mechanisms (encryption at rest, encryption in motion, screen lock/timeout, etc.)

**2.12.** Integration

**A.** Discuss integration with radios and systems. What radios (communication pathways between the siren and home base) does the Supplier recommend?

**2.13.** Customer Responsibilities

 **A.** Define what licenses, inspections or any other accommodations that would be the responsibility of the customer.

**2.14.** References

 **A.** Provide three (3) references where your company has implemented a solution or provided products and services to a governmental entity. Describe what products or services were provided to each reference. References should include the governmental entity name, address, and contact name, email and phone number.

**2.15.** Documentation

 Any bid should include, as applicable, Hosting Provisions, Service Level Agreements (SLA’s), Billing Information, Documentation, Training, Account Team/Support Provision, Escalation Process and Pricing for each service. Such provisions, SLA’s and other information are subject to negotiation and additional provisions related to hosting services and SLA’s may be required prior to any award being issued.

 **A.** A SLA outlines the minimum service that a customer may expect for services, warranties and support. The SLA should include an example performance report and a matrix for service credits that relate to the Suppliers performance under the SLA.

 **B.** Billing information outlines what information is provided in billing the entity and how it is delivered.

 **C.** Documentation outlines how detailed documents of services that are provided to entities on an ongoing basis to include services by location and account information can be obtained.

 **D.** Training outlines the general requirements for providing training for implementing and using the solution at the End-User level and at Administrative Operational Personnel levels.

 **E.** Account Team and Support Provisions outline the Suppliers capabilities of providing world class support and account service.

 **F.** Escalation Process outlines the predetermined levels of escalation in the event of an emergency.

**2.16.** Value Add

 **A.** Suppliers are requested to provide any new services or value added services that could be made available which are in scope of this solicitation. If any of these products or services are coming to end of life, please provide the end date.

 **B.** Hardware and software that is not designed to solely support the solution are not allowed.