



Procurement and Contracting Services

Request for Proposals Emergency Mass Messaging System

ADDENDUM #1

**Please mark all proposal submission
Envelopes with the following information**

Due on September 17, 2024 no later than 2:00 PM, MST

The timeline for RFP L192503 has been amended as follows:

Section 3.3:

Original Schedule

08/16/2024 Issuance of RFP
08/27/2024 Technical Questions/Inquiries due no later than 12:00 PM, MST
09/10/2024 RFP is Due September 10, 2024, no later than 2:00 PM, MST
TBD Vendor Presentations, (optional)

Revised to:

08/16/2024 Issuance of RFP
08/27/2024 Technical Questions/Inquiries due no later than 12:00 PM, MST
09/17/2024 RFP is Due September 17, 2024, no later than 2:00 PM, MST
TBD Vendor Presentations, (optional)

Section 3.8: Proposal Submission and Subsequent Action

All dates within the entire section 3.8 are revised to September 17, 2024 at 2:00PM MST.

The following questions were received prior to the technical question period close of August 27, 2024 at 12:00PM MST.

1. Respondent is submitting its license standards and conditions with this proposal. Will Respondent's license agreement be incorporated into any final Agreement to the extent it does not conflict with UA's standard terms and conditions?

The University is willing to negotiate terms and conditions upon award. Acceptance of a proposal does not constitute blanket acceptance of any terms submitted with a response.

2. Respondent is providing a limited, non-exclusive, non-transferrable license to its products and services for UA's use for its internal business purposes for the term of the Agreement. Is this scope of license acceptable to UA?

This is typically what the University sees in SaaS Contracts.

3. Respondent is offering pre-existing intellectual property with this proposal consisting of SaaS solutions, associated documentation, courses and content. Will Respondent maintain sole ownership and control of its IP?

The University does not expect to take ownership of the successful vendor's intellectual property.

4. Enhancements, modifications, improvements, derivations, etc., to the Respondent's existing intellectual property become immediately, inextricably intertwined with Respondent's intellectual property. Will Respondent maintain sole ownership and control over any enhancements, modifications, improvements, derivations, etc., made to its IP?

The University will negotiate terms and conditions, in good faith, with the awarded vendor.

5. Respondent provides annual subscriptions to its licensed products and services that are billed at the beginning of each contract year, and it considers amounts invoiced as due and earned upon being invoiced and non-refundable when paid. Is this invoicing and payment method acceptable to UA?

The University will negotiate terms and conditions, in good faith, with the awarded vendor.

6. Will UA replace any termination for convenience provision with a termination for non-appropriation provision?

The University will negotiate terms and conditions, in good faith, with the awarded vendor.

7. Will UA agree to place a cap on Respondent's liability under the agreement at three times (3x) the amount paid to the Respondent with the prior 12 months excluding claims for violations of intellectual property rights, fraud, gross negligence and willful misconduct?

The University will negotiate terms and conditions, in good faith, with the awarded vendor.

8. Must a vendor be able to answer 'yes' to each RFP Limiting Criteria to advance to the next stage in the RFP review process?

Yes.

9. Do you have an anticipated target budget for this work?

The University is inviting vendors to provide their best pricing in response to this RFP.

10. What is the anticipated contract start date?

Anticipated contract start date would be February/March allowing a 6-month implementation period and September go live.

11. Is there a system currently in place?

Hoping to replace 2 systems currently in use.

12. Who is the current system provider?

OmniAlert and LiveSafe

13. Are there any historical message counts via Text/SMS and Phone?

We currently have approximately 97000 phone numbers subscribed to receive text messages.

14. Does the university require the Full HECVAT, or HECVAT Lite report at time of submittal or would documentation of SOC 2 and ISO27001 compliance be sufficient?

At a minimum, a HECVAT Lite would be acceptable. You may provide either of the other referenced documents instead.

15. Is UofA willing to execute an NDA so that a more complete HECVAT can be provided? Without it, it will be limited.

A HECVAT Lite would be acceptable.

16. Can you describe the use case around question UE2? Does the system allow for an automated email list to be used rather than individual users adding their email addresses?

Can email addresses be pulled from our HRIS and SIS to loaded onto user accounts.

17. Can you describe the use case around question F3? Part of the 911 Dispatch system (CAP)?

If there are alerts in our local Common Alerting Protocol systems, we would like these to be sent out through your system with no human intervention. Please explain in your response if there is a way for us to integrate these alerts into your system so that you can forward/send them out to the users we have loaded into your system.

18. Regarding the HECVAT template, as I read item 4.52.7.1 "Vendor will complete one of the following audits at least annually and immediately after any actual or reasonably suspected Security Incident: SOC 2 Type II, SOC for Cybersecurity, or an accepted Higher Education Cloud Vendor Assessment Tool..."

We have already completed a SOC 2 Type II audit to fulfill this request. Is there another section in the doc I am missing that also states the HECVAT must be additionally completed? We see it in the Attachment A Security Worksheet, but it seems to contradict the RFP PDF. Any clarity there would be appreciated.

We are asking vendors to complete the HECVAT to provide additional security and accessibility information beyond the SOC 2 Type II audit. A HECVAT Lite would also be acceptable.

19. How often (Daily, Monthly, Annually, etc.) will you be sending messages to students?

We only send messages in case of incidents and emergencies that take place on campus, so the frequency is not regular.

20. Do you want Students to be able to report emergencies through the system?

Yes.

21. Do you want Students to be able to post tips regarding the emergency through the system?

This is not required but could be a nice feature.

22. Do you want Students to be able to connect with 911 through the system?

We would like them to be able to connect to our university police department to report an emergency. Contacting 911 is a nice feature as well.

23. Do you want crowdsourcing of information related to the emergency?

No.

24. Do you want location awareness through the system?

Yes.

25. Will there be opportunities for on-site demonstrations to support the Emergency Notification Systems RFP for the University of Arizona?

The University will select vendors to advance to a presentation round. If selected, you will be notified.

End of addendum, all else remains the same.