

Vendor Questions & Government Responses

Vendor Question:

Is the attachment size actually 10KB Kilobytes or ?

Response: The correct amount is 10 Megabytes

Vendor Question:

1.2 "This statement of work is for maintenance and support of an existing FCC Emergency Mass Notification and Response System" Question. This statement differs from other statements that indicate that FCC is looking to acquire a new Emergency Mass Notification and Response System so can you clarify as well as identify the current vendor and annual budget costs associated with the current contract?

Response: The posted SOW incorrectly states that the statement of work is for the maintenance and support of an existing FCC Emergency Mass Notification and Response System. Section 1.2 should state "This statement of work is for an Emergency Mass Notification and Response System, as well as maintenance and support for that system, that will be under the direction of the Office of Managing Director, Associate Managing Director, Administrative Operations." Section 1.3 of the existing SOW is correct.

Vendor Question:

Able to simultaneously activate, FCC and personal E-mail, SMS (texting), voice calls, siren and computer pop-up screens. Please identify currently installed sirens that require activation by Manufacturer, Model, Interface etc? Will you be adding sirens to activate and please provide details?

Response: The FCC does not currently have a requirement for sirens.

Vendor Question:

Displaying pre-recorded video or still images on the FCC's closed circuit television network. Please provide details of FCC's CCTV and ability to interface with third party systems? Will CCTV be located in a single building or multiple buildings?

Response: A decision has been made to remove this requirement from the SOW requirements.

Vendor Questions & Government Responses

Vendor Question:

Notifying up to 3,000 staff via the media sources listed above, within 3-minutes of the FCC activating the system. How many Total Employees will be in the system at any given time maximum? How many Contractors to be contacted will be in the system at any given time maximum? How many Licensees to be contact will be in the system at any given time maximum?

Response: The FCC currently has a total of 3,000 employees and contractors. This requirement deals with FCC staff, not licensees. Licensees are covered under your Licensee question below.

Vendor Question:

The notification system must have a twenty four-seven (24x7) 365 days live technical support that can respond to requests for assistance within 10 minutes. Will the FCC also require a “Live” operator that can operate the FCC system consent during a severe emergency?

Response: No

Vendor Question:

Hosting facilities must be able to demonstrate 99.999% availability. Will you also require the notification system to have high availability of at least 99.99% INCLUDING MAINTENANCE?

Response: Yes

Vendor Question:

System must support LDAP and/or AD groups as activation list. Will FCC require manual upload, semi-automatic or computer to computer updates from the list? Will FCC require immediate availability of the uploaded contacts for emergency notification or will FCC allow a set number of hours for the contact information to be available?

Response: Yes the FCC wants to be able to manually upload activation lists and will require immediate availability of uploaded contacts.

Vendor Questions & Government Responses

Vendor Question:

System must be able to export and import system configuration in XML, CSV, or other standard formats. Does FCC want this capability on demand or on request to the vendor?

Response: On demand.

Vendor Question:

System must have the ability to load FCC public safety licensees into a systems database to allow for geographical identification (Geo Mapping), selection and alerting during emergency response situations.

Vendor Question:

How many Licensees need to be loaded maximum at any given time?

Response: 5,000

Vendor Question:

Will FCC be using the FCC ULS Online database or equivalent to generate the notification data base for licensees?

Response: Yes

Vendor Question:

If yes would you like to automate this without uploading data files into the notification system?

Response: No

Vendor Question:

What Geo information will you need to upload such as Latitude and Longitude, Street address or Attributes of Licensees such as all licensees in a particular county in a specific state with Wireless Licenses?

Response: Street address, telephone number, latitude and longitude.

Vendor Question:

Please provide detailed information on available search criteria that may be needed in the data base?

Vendor Questions & Government Responses

Response: Must be searchable by State and County.

Vendor Question:

Do you require International calling? If yes, what countries are needed?

Response: Not at this time.

Vendor Question:

I notice that FCC specifies notification with receipt of confirmation and associated reporting. Does the FCC require two way communications for accountability with reporting? For example a notification is sent that asks if the person is in the building and on what floor during the fire. Do you need pandemic Call transfer so that if a person is incapacitated and receive notification that a Medical person is available for call transfer do you need to allow 1 button transfer to a health care officer?

Response: No

Vendor Question:

This is a small business set aside. Is there evaluation consideration for certified 8(a) native tribal Alaskan submissions?

Response: This is a total small business set aside. As such, any socio-economic small business concern may submit a quotation in response to the solicitation.

Vendor Question:

Not part of the original requirement was "To display pre-recorded video or still messages on the FCC's closed circuit television network." Is it FCC's requirement for the notification system to be connected to the FCC closed circuit television network to activate existing video & still images & push them across the entire network for viewing on all monitors simultaneously? If not, please provide **Vendor XXX with detailed requirements of what you are trying to accomplish. If this is correct, please provide **Vendor XXX** with detailed information concerning the recording mechanism & control system for the closed circuit television network so that we can design & price the interface appropriately.**

Response: A decision has been made to remove this requirement from the SOW requirements.

Vendor Questions & Government Responses

Vendor Question:

There seems to be a discrepancy in the number of onsite classroom training courses you have required. Please identify whether this will be once or twice yearly?

Response: The vendor must provide semi-annual computer based training and two onsite classroom training at FCC HQ in Washington on the use of the system for up to 25 FCC employees and offer training for significant software changes.

Vendor Question:

The SOW section 1.2 states that the statement of work is for the maintenance and support of an existing FCC Emergency Mass Notification and Response System. However Section 1.3 of the same SOW indicates the purpose is to provide an Emergency Mass Notification and Response system as well as maintenance and support of that system.

Please clarify, is this for a new system to be built or maintenance of an existing system.

Response: The posted SOW incorrectly states that the statement of work is for the maintenance and support of an existing FCC Emergency Mass Notification and Response System. Section 1.2 should state "This statement of work is for an Emergency Mass Notification and Response System, as well as maintenance and support for that system, that will be under the direction of the Office of Managing Director, Associate Managing Director, Administrative Operations." Section 1.3 of the existing SOW is correct.

Vendor Question:

If this is for support and maintenance of an existing system. What is the timeframe for the vendor to become knowledgeable about the system in order to provide support and maintenance. Or is it expected that the incumbents will remain in place and the management transfer to the winning contractor?

Response: This is not for support and maintenance of an existing system. See question 1 above.

Vendor Question:

Vendor Questions & Government Responses

If this is an existing system - is it already located in 3 geographically diverse facilities or is this a new requirement for the existing system to ensure continuity of operations?

Response: This is not for an existing system. See question 1 above.

Vendor Question:

Who is the current incumbent?

Response: Emergency Management Telecommunications (EMTEL).

Vendor Question:

Is your client looking to update an existing system plus support, or would you like us to create a new system/ SOP manual, ect. from scratch? Also after award date, how much time is allotted if a new system is required to write and install the new program?

Response: The FCC is looking for a new Emergency Mass Notification System, to include maintenance, support and instructions for using the system.

Vendor Question:

Vendor XXX would like to know what would be the maximum number of contacts in the FCC database that the system may be used to contact.

Response: This number fluctuates; however, we estimate the maximum number of contacts to be 10,000.

Vendor Question:

The SOW also indicates the requirement for a geo-coded mapping functionality. What area(s) would these message recipients be located in?

Response: These message recipients are licensees and can be anywhere in the US Territories.

Vendor Question:

The SOW also indicates that the FCC would provide the commercial phone numbers. Will those phone numbers already be geo-coded or would that be the responsibility of the service provider?

Vendor Questions & Government Responses

Response: The phone numbers are part of the licensee database so they will not need to be geo-coded.

Vendor Question:

Is it an absolute requirement that the servers used for the screen pop-ups be located within the FCC firewall?

Response: Yes