Office of the Vice President
and Chief Financial Officer
Purchasing Services
http://purchasing.ufl.edu/

971 Elmore Drive
PO Box 115250
Gainesville, FL 32611-5250
(352) 392-1331 Fax 352-392-8837

April 27, 2017

ADDENDUM #1 to the University of Florida Invitation to Bid ITN18RL-100 Emergency SMS / Text Notification System scheduled to open on **May 11ᵗʰ, 2017 at 3:00 PM EST** at the University of Florida, Elmore Hall Conference Room, Radio Road, Gainesville, Florida.

This addendum consists of:

Responses to written questions submitted by the "Schedule of Events" deadline of April 24ᵗʰ, 20107 by 5:00 PM

This addendum shall be considered part of the Contract Documents for the above mentioned ITN18RL-100 as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original document, this addendum shall govern and take precedence. All other terms, conditions, and regulations will apply.

Sincerely,

Rob Luetjen
Procurement Agent III
Procurement Services

Please acknowledge receipt of Addendum #1 by signing below, and returning this addendum with your proposal. Failure to include addendum with your proposal may result in rejection.

_____   _____
Signature   Company Name

_____   _____
Company Address   City/State/Zip

The Foundation for The Gator Nation

Question 1.   Where can we view the existing contract (length, value, existing vendor, etc)?

Answer: The current contract is with Blackboard and expires 6/29/2018. Please contact Rob Luetjen to receive a copy of the contract.

Question 2.   On Page 5, bullets 3 and 5 read as follows: Bullet 3 "Population of subscriber information from automated University file delivery to vendor."Bullet 5 "Receive daily contact file(s) from University and automatically populate appropriate recipient group(s). Contacts may be in multiple groups" Please clarify the differences between these bullets, specifically the definition of "subscriber" versus "contact"

Answer: Bullet 3 is only a reference to the ability for the system to organize / populate received contacts into the appropriate groups after receipt of contact information. Bullet 5 details the minimum means necessary to receive the contact files from the University.

Question 3.   On Page 5, what does "...integration with Singlewire InformaCast" mean?

   a. Does this mean there is a link inside of InformaCast that opens our existing
       user interface separately? (i.e., a different screen or tab)?
       Answer: No

   b. Does this mean that our user interface would be viewed (e.g., via iFrame)
       inside of the current Singlewire Informacast? **Answer:** No The vendor to
       Singlewire InformaCast integration should be done through an API key (or
       similar technology) allowing a message to move through InformaCast to the
       SMS solution without any additional user action.

Question 4.   On Page 6 (1.3 Technical Requirements > User Interface), what reports are needed under the bullet titled "Export Reports"?

Answer: Reports should include, but not be limited to: SMS delivery / performance reports, user login reports and system error reports.

Question 5.   On Page 6 (1.3 Technical Requirements > Population of subscriber information...), it says, "Must be able to expand API triggers for future UF Alert Locations with new contacts". Please explain. For example, are these new contacts first stored in the "UF contacts from UF Identify & Access Management system" and will come over with the daily updated contact file? Or, are we capturing the contact details (through the API) and required to sync to the UF Identify & Access Management system?

Answer: The SMS delivery to specific groups will be triggered through an API key (or similar technology) from InformaCast to a contact group within the SMS system. The SMS system should allow new groups to be created and triggered through a new API key (or similar technology) via InformaCast.

Question 6.   On Page 6 (1.3 Technical Requirements > Population of subscriber information...), it says, "Ability to intake daily uploads to sync all UF Contacts from UF Identity & Access Management to system (all contact data is overwritten with all current data)".

Answer: All contact data may be overwritten by the upload, however there will still need to be a way to add and identify contacts within the SMS system that will not be overwritten by an upload.

Question 7.   In the next section (page 7, 1.3 Technical Requirements > Multiple recipient groups, each…) the ITN states, "Must have the ability to "black list" numbers that do not want to be sent SMS from the system" There is a subtle but important potential contradiction between these two bullets that could impact regulatory compliance. Can we assume that the daily upload "overwrite" is contact data only and we, as the vendor, would be preserving the "black list" (or opted out status)?

Answer: The SMS system would provide the mechanism / preservation to edit blacklisted / opted out contacts.

Question 8.   On Page 6 (1.3 Technical Requirements > Population of subscriber information...), it says, "Daily sync must be SFTP encrypted SFTP batch synced (as currently conducted)".... What are the currently conducted processes? Are we expected to retrieve the daily file from an existing secure server? Or, are we expected to build, host, and maintain said secure server?

Answer: Yes. In addition, the daily synch file is PGP encrypted so the vendor will also need to decrypt the file.

Question 9.   On Page 7, (1.3 Technical Requirements > Multiple recipient groups, each with…), there is a bullet, "Must be able to create/edit/modify different SMS groups at different reporting levels?" Please explain the context of "reporting levels"?

Answer: The system must allow the University to create SMS groups that fall within and outside of the daily upload groups. The SMS system may choose to combine SMS groups through system hierarchy levels with such as "parent" or "child" type of levels.

Question 10.   On Page 7, (1.3 Technical Requirements > Multiple recipient groups, each with…), there is a bullet, "Must be able to affiliate subscriber contacts to numerous API triggered groups and non API-triggered groups". Can you please clarify what you mean by affiliated subscriber contacts that are API-triggered versus non API-triggered groups?

Answer: As an example, users may be entered manually to be included in a non API triggered group. The University may elect to send a SMS through an InformaCast API to "all university" contacts, this would include contacts uploaded into API triggered groups as well as any entered directly into the system in non API triggered groups.

Question 11.   On Page 7, (1.3 Technical Requirements > Multiple recipient groups, each with…), there is a bullet, "Non Identity Access Management synced groups can be added for in system contact management by associated group admins". To clarify, do you mean you'll have same groups that come in the daily file and are identified in the UF Identity & Access Management system and in addition have ad hoc-created groups inside of what we would provide?

Answer: Correct