

Central Bank of The Bahamas
Response To Vendor Questions Regarding RFP
IT2019007: Mass Notification Solution

1. How many employees would be receiving Alerts in total?
Answer: Licensing should include 300 users (270 staff and 30 external users). See Pg. 22 in the revised RFP and addenda.
2. On Page 5, Table 3-1-1 lists a pre-submittal conference scheduled for July 18 2019. Could the Bank please confirm the process to access this conference?
Answer: The Bank has revised the schedule to exclude a pre-submittal conference. Instead, vendors may submit questions by July 19, 2019 and receive responses, posted on the Bank's website, on July 22, 2019.
3. Could the Bank please confirm the last date to ask questions?
Answer: Vendors may submit questions by 4:00pm EDT on July 19, 2019.
Could the Bank please add the vendors' email to the list of recipients for any future addenda for this RFP?
Answer: The Bank will post all addenda for the RFP to its website.
4. On Page 8, Section 3.5, it is stated that changes to the RFP will be by "issuance of a written addendum via email." Could the Bank confirm if there has been any addenda issued to date?
Answer: The first addendum was posted to the Bank's website on July 19, 2019 and a second posted on July 22, 2019.
5. What is the exact headcount of employees you want in the system as audience?
Answer: See response to Question #1.
6. How many employees would need to receive Alerts to their Desktop/Laptops?
Answer: The Bank does not require alerts to be sent to users' desktops or laptops at this time.
7. How many separate locations / buildings does CBOB have?
Answer: The Bank has two locations, a primary site and a secondary business continuity site. There are three buildings at the primary site and one building at the business continuity site.
8. Approximately how many "Alert Publishers" (Operators) will be sending Alerts out?
Answer: The Bank anticipates up to six operators will be sending Alerts out.
9. Please provide a copy of Attachment J referenced under section 4.3.1 Minimum Solution Specifications.
Answer: This error in inclusion was corrected in Addendum 01 posted to the Bank's website.
10. Please clarify Appendix A: Supplemental Information which states the following "The Bank seeks to implement an enterprise file synchronization and sharing solution."
Answer: This error in inclusion was corrected in Addendum 02 posted to the Bank's website.

Messaging Requirements

11. Item 5 - What is the population of people that need to be notified by the system? How many will receive alerts? How many need two-way communication for responses?
Answer: See response to Question #1.
12. Are you intending to use the dedicated mobile app for security?
Answer: The Bank does not intend to use the dedicated mobile app for security. However, all data must be encrypted at rest and in-transit on any device or in the cloud.
13. 24/7 monitoring team of people tracking relevant news items that could impact our business or well-being of our people
Answer: This requirement has been removed from the scope of the project; see Addendum 02.
14. What exactly is the use case, how is this going to be used by the bank?
Answer: See response to Question #13.

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15. Access to local weather alerts via app push, SMS/text, or email. Need further clarification.
Answer: The proposed solution should integrate with a weather warning system such as the National Weather Service (NWS) that can deliver advanced notification of severe weather events for specific locations such as New Providence.
16. Item 6 - Ability to survey the notification audience to collect data for scheduling, logistics, and voting; ability to set goals to modify responses to audience members (e.g., 5 people have accepted option 1, so that option is now closed off to additional people). Need further clarification. What is the use case?
Answer: As a use case, a survey may be sent to five IT persons to report to the secondary site. After the third person accepts the request, the option to select "Yes" is no longer available to the remaining two persons to select.
17. Item 10 – Cascade a notification over a defined channel order, with delays between each target channel, until users confirm receipt of the message. Need clarification. What is the use case?
Answer: A channel can be defined as application push, SMS message, Voice call, etc. The proposed solution should allow alerts to be distributed over a defined order, i.e. application push, then SMS message if no response, until the user confirms receipt of the message.
18. Item 11 - Allow for the delivery method to be chosen by message type, and subscriber preference. Again, this sound like subscription and not defined receivers. We need more clarification.
Answer: Further to the response to Question #17, the solution should allow users to select their preferred contact or delivery method, i.e. a user may choose to be contacted first by SMS while another my prefer to be contacted by application push.
19. Item 14 - Provide a company-wide emergency phone number to record important notifications for users to call in and retrieve. More information needed; is this an external function?
Answer: Included in an alert template should be an emergency phone number where users may be directed to constantly check for important updates.
20. Item 15 – Deliver a notification that enables recipients to join a conference call in progress, without having to hand up and dial into a bridge line. What is the use case? Who will the recipients be? How does this relate to mass notification?
Answer: The intent of the proposed solution is to support key processes in the wake of an incident such as initiating a conference call for key defined personnel based on a notification template. It is envisaged that receivers can, by pressing a key on their telephone, be automatically transferred to the conference call number. The conference call facility can be provided by the proposed solution or it can be provided by call instructions for the Bank's Skype for Business solution.
21. Item 25 - Ability to record a message directly from a telephone. Use case?
Answer: The proposed solution should be capable of recording a voice message and distributing it as an alert as opposed to a text message.
22. Item 28 - Ability to stop a broadcast at any point in time. What kind of broadcast?
Answer: A broadcast is one or more notification alerts sent to one or more persons. The solution should allow for a mass notification or broadcast to be stopped at any point in time.
23. Item 33 - Enable system administrators to effectively respond to and manage the entire lifecycle of an event and how it impacts people, business, and any other party. What is the projected use case? More information needed.
Answer: The proposed solution is expected to support and simplify the Bank's business continuity and incident management processes through event communication orchestration. For example, using templates, an event template can be selected which may contain one or more alert templates based on the lifecycle of the event.

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Groups & User Requirements

24. Item 5 - Access to customize and manage groups and people through system(s) integration with other systems of record. What systems would be integrated with platform for these purposes?

Answer: At minimum, the proposed solution should integrate with the Bank's Active Directory solution through LDAP, SAM or ADFS, which will allow user and group synchronization.

25. Item 8 - Ability to find subscriber records by e-mail address, name, phone number, and date subscribed; and the ability to download subscriber data in Excel format, both in its entirety and in subsets. More information needed.

Answer: The proposed solution should offer the ability to search users by email address, name, phone number, date of enrollment and the ability to download user details in Excel or CSV format.

26. Item 14 - Ability to create custom, free-form text fields to track user information (beyond the basics of phone, email, mobile, etc...). More information needed, what is the use case, what fields and from where do they need to track this information?

Answer: The proposed solution should allow the Bank to create additional fields for users defined in the application. As an example, the Bank may wish to add a field to track or group users by Floor, Subdivision, or if they are a part of the BCP team; these may be free-form text fields the Bank can add to the user's profile.

Mapping Requirements

27. Item 1 – Display a real-time, interactive view of critical events, audience messages, groups, and mobile app users. Please describe how the bank will use this. What is the use case?

Answer: As an example, users in New Providence, affected by a pending storm may receive one message while users traveling and therefore not immediately affected by the storm may receive another message.

28. Item 2 – Track and display live monitoring of events by location. Please describe how the bank will use this. What is the use case?

Answer: The proposed solution should allow integration with other applications where alerts may be created for a specific location or building, e.g. High Temperature alert at the secondary data center. In this example, a defined group will be notified of the event and the event is displayed on the map until the event is resolved.

29. Item 3 – Interact with the audience from the map in real time. Please describe how the bank will use this. What is the use case?

Answer: The proposed solution should allow an administrator to zoom into a location and alert recipients with specific messages when they are located inside or outside of the area (geofence). The alert may require the selected users to respond through a survey or reply with a message.

30. Item 4 – Enable administrators to find audiences and send them messages from the map (by locations). Please describe how the bank will use this. What is the use case?

Answer: Ability to click on a group with a location to see how many users are in that group as well as send a notification to that group from the map view.

31. Item 6 – Display and track the location and movement of people and groups, communicate with those people, solicit well-checks and responses from them. Please describe how the bank will use this. What is the use case?

Answer: See responses to Questions #27-30.

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User Interaction Requirements

32. Item 3 – Advanced survey options, like the ability to set goals to modify audience interaction (for example, if the quota of people who can choose option 1 is filled, a new message is put in its place for remaining audience members. Please describe how the bank will use this. What is the use case?

Answer: Further to the response to Question #16, the survey question can be replaced with a new question.

33. Item 4 – From any device/channel, users should have the ability to receive messages, ask for help, share their location, and send incoming messages to the notification system admins. Please clarify. How will these capabilities be used?

Answer: This capability will allow the Bank to request status from select groups of persons or the entire alert audience such as if they are safe, not safe, in need of help or have not responded thereby accounting for the safety of the Bank’s staff and providing leadership with the information needed to respond effectively.

34. Item 5 – Give users access to an emergency phone number, fully integrated as part of the system, so they can report information. Please clarify. How does the bank envision this feature to operate? Who will use it and how will it be answered?

Answer: Along with the ability to respond via the mobile application, there should be an option to direct users to an emergency phone number, via a notification template, where they can report information.

Technology Requirements

35. Item 9 – UTF compliant with the ability to input any local character set, so all notifications can be written and delivered in local language of the recipients. Please clarify. What languages are required?

Answer: The initial scope is to provide messages in English; however, as the Bank supervises financial institutions with headquarters in various countries, a future requirement may be the need to send messages in another language to these stakeholders.

36. Item 9 B. Web Hooks that allow specific URLs to be triggered when events happen within the system, i.e. a new use is added to the system and the system calls a specific URL for subsequent actions. Please clarify. How will the bank use this and for what purpose?

Answer: The Bank does not currently have a use case for this requirement but wishes to confirm if the capability is available in the proposed solution.

Security & Infrastructure Requirements

37. Item 5 - Follows industry standards and best practices. Further clarification is needed if specifics are required.

Answer: As a guide, a security posture driven by ISO and NIST standards at minimum is required.

Monitoring Requirements

38. Item 1 - 24/7 monitoring team of people tracking relevant news items that could impact our business or well-being of our people. This needs clarification. Specifically, what news sources, who determines what impacts their business or wellbeing of their people. Who gets notified of what kind of news, when and how?

Answer: See response to Question #13.

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39. Item 2 - Automatic alerting for potential threats via app push, SMS/text, or email to aid in making informed communication decisions. This needs clarification. Specifically, what threats would be considered potential, who determines what impacts their business or wellbeing of their people. Who gets notified for each type of threat, when and how?

Answer: As an example, threats may include local weather alerting where staff may be automatically notified of a pending severe storm or tsunami. The proposed solution should include the ability to define the alert audience based on the defined threat(s).

40. Item 3 - Access to local weather alerts via app push, SMS/text, or email. Need further clarification. What is the vision? What type of weather events and from which sources? Who needs to be notified of weather issues?

Answer: See response to Question #39.