

ADDENDUM 2019007-01

Central Bank of The Bahamas

Request for Proposals for a Mass Notification Solution

The purpose of this addendum is to repost revised sections of the Request for Proposals (RFP) document. All other specifications, terms and conditions of this RFP not addressed by this or other formal addenda issued by the Central Bank of The Bahamas remain unchanged.

RFP SECTION 2.1 “SCHEDULE OF EVENTS”

2.1 Schedule of Events

The following table provides the Schedule of Events for this RFP through contract execution. The contract term and work schedule set out herein represent the Bank’s best estimate of the schedule that will be followed. If a component of this schedule (such as the opening date) is delayed, then the rest of the schedule will be adjusted as needed.

Table 3-1-1: Schedule of Events

EVENT	DATE	TIME
Request for Proposal Issue Date	July 1, 2019	
Pre-Submittal Conference(s)	July 18, 2019	
Deadline for Submitting Questions	July 19, 2019	4:00 pm (EDT)
Question Responses	July 22, 2019	
Proposal Submission Deadline	July 26, 2019	4:00 pm (EDT)
Notice of Intent to Award	On or about August 8, 2019	
Project Commencement	August 31, 2019	

RFP SECTION 3.5 “ADDENDA”

3.5 Addenda

The Bank may modify this RFP, any of its key action dates, or any of its attachments, prior to the date fixed for submission by issuance of a written addendum ~~via email~~ **posted to its website**. Addenda will be numbered consecutively as a suffix of the RFP Reference Number.

RFP SECTION 4.3.1 “MINIMUM SOLUTION SPECIFICATIONS”

4.3.1 Minimum Solution Specifications

The proposed solution shall provide the following minimum capabilities

- Software-as-a Service

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- Survey capability
- E-mail, phone (with robocall ability), mobile/cell phone, text messaging, social media posts, mobile app (regardless of platform)
- Professional development/training and webinars
- Help desk/customer service support for all end users
- User-friendly interface
- Reporting capability (unconnected calls and reason, ad hoc reporting), and a quarterly report to monitor usage
- Performance better than 30,000 notifications an hour
- Integrated voice response system
- Mobile application for end users
- Unlimited administrator accounts
- **Licensing for 300 users (270 staff and 30 external users)**
- Data privacy and security protection identified in the Detailed Solution Specifications (see below)
- 24-hour customer support and client services
- Provides connectivity to the Bank's Facebook and Twitter accounts to automatically post information
- Internal/external group conference call bridges
- Severe Weather Alerting
- Automated incident Notification procedures
- Template design capability
- ~~Unlimited administrator users~~
- Unlimited calls & text messages
- Initial training for selected staff included