Mass Notification Solution

Request for Proposal

Version 1.2
July 22, 2019

TABLE OF CONTENTS

1. Purpose and Background

1.1 Purpose

The Central Bank of The Bahamas (the Bank) is requesting proposals for qualified firms to provide a turnkey, fully functional and integrated mass notification solution for staff, its regulated entities and other key stakeholders by means of telephone messaging, electronic mail, text messaging, social media and mobile application in accordance with this Request for Proposal (RFP).

The Bank's objective is to acquire, deploy, and integrate an emergency communication and general notification system that provides the ability for the Bank to send timely messaging to stakeholders consisting of staff, its licensees and other contacts. The Bank desires a high-speed, vendor-hosted, automated communication system to deliver both emergency and routing notification by voice, text, email, social media, and mobile application to recipients with all varieties of devices. The Bank also requires a contractor with the ability to integrate staff, vendor, and licensee contact information as well as the ability to import additional recipient and contact information from the Bank's HR management system.

The intent of this RFP is to provide interested firms with the information, requirements, and specifications necessary for the preparation of a professional and comprehensive proposal. This RFP states the overall scope of services desired, specific software and hardware functionality, technology foundation as well as desired vendor qualifications.

Any decision to award to a proposing firm shall be based on the demonstrated ability to deliver, support, and service the proposed solution in a manner most appropriate for and desired by the Bank. Other factors including, but not limited to, price, delivery timetable, and experience of personnel shall contribute to the selection of a proposing firm.

1.2 Background

The Central Bank of The Bahamas is responsible, in its role as regulator of banks and trust companies licensed in The Bahamas, for ensuring monetary stability and ensuring a sound and stable financial system for The Bahamas.

In support of the Bank's ongoing business continuity and disaster recovery planning and execution, the acquisition of a mass communication solution fills an important gap in communicating events to its stakeholders. The Bank envisages, following this project, a robust, resilient and user-friendly means to respond and manage incidents of all types.

1.3 Types of Proposals

Bidders are limited to one proposal as the prime bidder. Bidders shall be allowed to collaborate with others and may be included as subcontractors on multiple proposals. The result will be one contract between the Bank and the prime bidder. The prime bidder shall be wholly responsible for meeting the requirements of the RFP, for submission of the proposal, and for performance of the entire contract. The Bank will consider the prime bidder to be the sole point of contact with regard to all contractual matters, including payment of all charges resulting from any contracts.

1.4 Contract Terms

The terms of service requested is anticipated to commence within two to four weeks of contract agreement.

1.5 Contract Award

A contract awarded by the Bank will be based upon criteria, standards, and weighting identified in this RFP as applied to the total solution proposal. Each bidder's proposal will be considered as a whole solution, without limitation, including all hardware, software and services proposed, qualifications of the bidder and any subcontractors, and cost.

2. Schedule of Events and Definition of Terms

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	
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

2.2 Definition of Terms

This RFP uses the following terminology:

- "Bidder" refers to any recipient of this RFP who submits a Proposal. All references that would normally use the words Bidder, Offer, or Bidder and Respondent, have been changed to Bidder for consistency.

- "The Central Bank" or "CBOB" or "the Bank" refers to the Central Bank of The Bahamas and includes the related entities who are seeking the services described in this RFP, the Bank's employees, and Independent Consultants and Contractors retained by the Bank for this Project.

- "Commercially available" means the material or goods must be available from a company that provides ongoing support, maintenance, and licensing. Shareware and public domain software is not considered commercially available.

- "Contract" or "Agreement" refers to a signed agreement for consulting services between the successful Bidder and the Bank.

- "Contractor" refers to the vendor selected as prime as a result of this RFP.

- "Disaster Recovery" refers to the ability to recover from the loss of a complete system or site, whether due to natural disaster, system failure or malicious intent. Disaster recovery strategies include replication and backup/restoration.

- "Must", "mandatory" or "required" means a requirement that must be met in substantially unaltered form, for the proposal to receive consideration.

- "Project" refers to the objective of the contract, as a whole, the sum total of all elements of the contract.

- "Proposal" refers to the submission from a bidder in response to the RFP for the design, development, implementation, licensing and software maintenance of the requested Surveillance Solution.

- "RFP" refers to this Request for Proposal.

- "Services" refer to labor, resources and materials provided by the Contractor, as required to execute the Agreement.

- "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposal.

- "Solicitation" refers to the invitation by the Bank or proponents to submit formal quotations, bids, tenders, proposals or statements of qualifications in direct response to the invitation.

- "Subcontractor" refers to the party contracted with the prime bidder to deliver part of all of the solution and has no direct contractual relationship with the Bank.

- "Successful" or "winning bidder" means the successful proponent to this Request for Proposal who enters into a written contract with the Bank.

- "Supplier" refers to an individual, firm, consultant, or group awarded an agreement under a Bank solicitation invitation.

3. Proposal Instructions, Content, and Format

3.1 Proposal Inquiries

All inquiries, interpretations, or clarifications, either administrative or technical, regarding this RFP, must be requested by email no later than the date indicated in the Schedule of Events. All non-proprietary written questions will be answered in writing and conveyed to all Bidders. Oral statements concerning the meaning or intent of the contents of this RFP by any person are not considered binding. Questions regarding any aspect of this RFP should be sent electronically to:

> **Tenders' Committee**
> **Central Bank of The Bahamas**
> Subject Line: **Mass Notification Solution Request For Proposals**
> Via E-Mail: **tenders@centralbankbahamas.com**

3.2 Delivery of Proposal

Electronic copies of the proposal must be received on Friday, July 26, 2019, at or before 4:00 pm EDT. Faxed, hardcopy or oral proposals will not be accepted and could result in disqualification.

A bidder's failure to submit its proposal within the submission timeline will disqualify the proposal. Late proposals or amendments will not be accepted for evaluation.

All proposals submitted in response to this RFP must consist of a single electronic version of the proposal, including all required attachments (may be separate electronic documents but clearly identified), and be accompanied by a scanned and signed transmittal letter described in Section 3.15.2: Transmittal Letter. The Cost Proposal (Section 3.15.7) must be submitted as a separate electronic document.

3.3 Required Review

Bidders should carefully review this solicitation for defects and questionable or objectionable material. The Bank must receive comments concerning defects and objectionable material at least five (5) days before the proposal opening. This will allow issuance of any necessary amendments. It will also help to prevent the opening of a defective solicitation and exposure of bidders' proposals upon which award could not be made. Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Bank, in writing, at least five (5) days before the time set for bid opening.

3.4 Errors and Omissions

If prior to the date fixed for submission of Proposal a Bidder discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP or any of its exhibits and/or appendices, the Bidder shall immediately notify the Bank of such error in writing and request modification or clarification of the document. Modifications may be made by addenda prior to the RFP response deadline. Clarifications will be given by written notice to all active Bidders, without divulging the source of the request for it.

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 posted to its website. Addenda will be numbered consecutively as a suffix of the RFP Reference Number.

3.6 Amendments to Proposals

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline, unless they are in response to the Bank's request.

3.7 Right of Rejection

Bidders must comply with all of the terms of the RFP and all applicable laws governing the Commonwealth of The Bahamas.

The Bank may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

The Bank may waive minor informalities that:

- do not affect responsiveness.
- are merely a matter of form or format.
- do not change the relative standing or otherwise prejudice other offers.
- do not change the meaning or scope of the RFP.
- are trivial, negligible, or immaterial in nature.
- do not reflect a material change in the work.
- do not constitute a substantial reservation against a requirement or provision.

The Bank reserves the right to refrain from making an award if it determines that to be in its best interest.

3.8 Subcontractors

Subcontractors may be used to perform work under this contract. If a bidder intends to use subcontractors, the bidder must identify the following in the proposal:

a. Complete name of the subcontractor.

b. Complete address of the subcontractor.

c. Type of work the subcontractor will be performing.

d. Percentage of work the subcontractor will be providing.

e. A written statement signed by each proposed subcontractor, that clearly verifies that the subcontractor agrees to the terms of this RFP and is committed to rendering the services required by the contract.

N.B. The subcontractor must also comply with Bidders Certification as outlined in this document.

The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the Bank. If subcontractors are used, the prime bidder retains all responsibility for full delivery of all requirements of this RFP.

3.9 Conflict of Interest

Each proposal shall include a statement in the transmittal letter indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., employed by the Bank) and, if so, the nature of that conflict.

The Bank reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the integrity of

the solution by the bidder. The Bank's determination regarding any questions of conflict of interest shall be final.

3.10 Bidders Certification

By signature on the proposal, bidders certify that they comply with:

a. laws of the Commonwealth of The Bahamas (including N.I.B. certificate, V.A.T. compliance and a valid Business License).
b. all terms and conditions set out in this RFP.
c. a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury.
d. the requirement that the offers will remain open and valid for at least 60 days.

If a bidder fails to comply with [a] through [d] of this paragraph, the Bank reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

3.11 Non-collusion

The bidder's signature on a proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and services quoted have been established without collusion with other bidders and without effort to preclude the Bank from obtaining the best possible competitive proposal.

3.12 Disclosure of Proposal Content

All proposals and other material submitted become the property of the Bank and may be returned only at its option. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued.

Trade secrets and other proprietary data contained in proposals may be held confidential, if the bidder requests, in writing, that the Bank does so, and if the Bank officer agrees, in writing, to do so. Material considered confidential by the bidder must be clearly identified and the bidder must include a brief statement that sets out the reasons for confidentiality.

3.13 System Demonstrations

The Bank reserves the right to require a bidder to make system demonstrations of their proposed solutions onsite at its main office in Nassau, The Bahamas. All costs associated with a demonstration shall be borne entirely by the bidder.

3.14 Proposal Format

Vendors must organize their proposals in the following format:

- Cover Page
- Transmittal Letter
- Table of Contents
- Executive Summary (concise overview of solution proposed)
- Introduction, Company Background, Experience and References
- General System Design, Functional Specifications, and Implementation Approach (including responses to questions in Section 4.3 General Requirements and Specifications)
- Cost Proposal
- Draft contract with the proposal based on information in the RFP
- Copy of valid Tax Compliance Certificate
- Copy of current Business License
- Attachments

The bidder must provide a point by point technical response stating compliance or taking exception to any or all sections of this RFP and provide sufficient information to allow the Bank to evaluate the proposal. Any deviations or exceptions to the Bank's requirements should be noted. Incomplete proposals or proposals that do not comply with the Bank's stated requirements may be eliminated from the selection process at the Bank's discretion.

3.15 Proposal Content

Proposals **must** contain the following:

3.15.1 Cover Page

The first page of the bidder's proposal must be a cover page containing the following text:

> **CENTRAL BANK OF THE BAHAMAS**
> **INFORMATION TECHNOLOGY DEPARTMENT**
> **RESPONSE TO RFP No. IT2019007**
> **Mass Notification Solution**

The cover page must also include the bidder's name, contact person, contact telephone number, address, city, state, country, zip code, fax number, and e-mail address.

3.15.2 Transmittal Letter

The bidder must submit a signed transmittal letter with its response that includes the items below.

a. Bidder's legal name and any other name under which the bidder does business; mailing address; street address (for courier mail services); name and title of individual who will sign the contract; name and title of the company contact person (if different); and for each key person: direct telephone number, fax number, and e-mail address.

b. A statement that the individual who signs the transmittal letter is authorized to commit the company.

c. A statement that the proposal is effective for a period of sixty (**60**) **days**.

d. A guarantee that prices quoted in the proposal were established without collusion with other bidders and without effort to preclude the Bank from obtaining the best possible competitive price.

e. Acknowledgement that the bidder has read this RFP and subsequent amendments.

f. A statement indicating whether or not the bidder or any individual working on the contract has a possible conflict of interest.

g. A statement identifying all subcontractors and joint venture partners.

3.15.3 Table of Contents

The bidder must provide a table of contents with corresponding page numbers relating to its proposal.

3.15.4 Executive Summary

The Executive Summary, which must not exceed five (5) pages, must provide a concise overview of the bidder's proposed solution and services, but must exclude pricing information. Bidders are encouraged to highlight those factors that they believe distinguish their competitors' proposals from theirs.

3.15.5 Introduction, Company Background, Experience and References

The bidder must provide an introduction, the background of the company and details of the organization's experience with deploying similar solutions. As the

Bank will evaluate qualifications of key staff proposed by the bidder, this section should include:

a. Proposed team organization and the designation and identification of key staff.
b. Qualification of the candidate for project manager.
c. Qualifications of candidates for key bidder staff roles i.e. solution design architects, network engineers etc.
d. References: last three implementations for this proposed solution.

3.15.6 General System Design, Functional Specifications, and Implementation Approach

Bidders are required to describe and illustrate the general system design of the proposed solution, their proposed implementation approach and how the solution meets the minimum functional requirements of the Bank. Bidders must describe their testing and acceptance process, change management, training and migration/cutover plan.

3.15.7 Cost Proposal

As indicated in Section 3.2: Delivery of Proposal, the Cost Proposal must be separated from the remainder of the RFP response documents. A three-years Total Cost of Ownership Cost worksheet must be completed as part of the cost proposal. A sample of the worksheet can be found in Section 9.

3.15.8 Contract Payment Details

This document should outline, among other things specific to your firm, the following terms and conditions:

- Total contract sum
- Mobilization deposit
- Stage payments
- Final payment
- Retention terms

4. Solution Overview

4.1   Solution Scope

The proposed solution should be a single, integrated solution offering comprehensive security and built-in redundancy of operations based on the concept of a unified messaging and communication application. It should provide for a single, common process to issue alerts or other communication request over multiple protocols and devices.

4.2   Current Environment Overview

The Bank is a hybrid environment for desktop computers and laptops (Windows and Macintosh OS X). The current desktop computer configuration includes Windows 10 and Macintosh OS X 10.5. The Bank runs primarily Windows Server 2012 and 2016, hosted on VMware, to host its business systems. The Bank utilizes Microsoft Active Directory Services for most system and network authentication. Currently supported databases include Oracle, MySQL and Microsoft SQL Server. The Bank uses MS Exchange 2010 for all corporate email communications with plans to upgrade to Exchange 2016 by the end of the year. The Bank has a very robust network infrastructure consisting of 1Gbsp hard-wired access connectivity, VLANs, QOS and multiple ISPs and unified threat management.

4.3   General Requirements and Specifications

The solution being proposed must meet the requirement detailed below and the response should clearly indicate how these requirements would be satisfied.

4.3.1   Minimum Solution Specifications

The proposed solution shall provide the following minimum capabilities

- Software-as-a Service
- 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

14

- 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 calls & text messages
- Initial training for selected staff included

4.3.2 Detailed Solution Specifications

In addition to the minimum specifications listed above, the proposed solution must meet the following specific requirements.

#	Messaging Requirements	Y/N/P	COMMENTS (if applicable)
1	Deliver notifications across multiple channels, including: - voice - SMS/text - email - app push - social media - custom channels via an API		
2	Initiate notifications via secure SSL web-based console		
3	Initiate notifications via native iOS and Android apps		
4	Initiate notifications via telephone method in emergencies in which the administrator is unable to access the internet or has no power.		
5	Two-way messaging capabilities, so audience can respond to a notification, send in a message, and confirm receipt of a message		

#	Messaging Requirements	Y/N/P	COMMENTS (if applicable)
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)		
7	Ability to build, save, and quickly access notification templates to prepare for emergency scenarios and plan messages ahead of time		
8	Schedule notifications to be sent to the right audience, at the right time		
9	Send notifications to all channels at once		
10	Cascade a notification over a defined channel order, with delays between each target channel, until users confirm receipt of the message.		
11	allow for the delivery method to be chosen by message type, and subscriber preference		
12	Social media integration - ability to send notifications to social media channels, or an internal company website		
13	Provide a company-wide emergency phone number to record important notifications for users to call in and retrieve		
14	Associate country codes with each user's profile and deliver messages via local format		
15	Deliver a notification that enables recipients to join a conference call in progress, without having to hang up and dial into a bridge line		
16	Ability to customize message "from," "reply to" and "subject" fields.		
17	Ability to add standard wording to every message		
18	Automatically retry to send all undeliverable messages for a period of at least 8 hours and provide an		

#	Messaging Requirements	Y/N/P	COMMENTS (if applicable)
	exception report that can be automatically generated and emailed to an administrator.		
19	Ability to send messages immediately as well as schedule message delivery for a future date and time.		
20	Integrated support of text, HTML, and rich media e-mail options.		
21	Ability to preview completed messages before sending.		
22	Ability to spell-check messages prior to sending		
23	Ability to personalize addressing of the message "Dear (first name)"		
24	Option to define when calls are to be made or when e-mails are to be transmitted.		
25	Ability to record a message directly from a telephone		
26	Ability to send both a recorded message and a text message in a single Notification to all recipients for delivery to appropriate devices.		
27	Ability to create and save pre-recorded voice and text messages for later use.		
28	Ability to stop a broadcast at any point in time.		
29	Ability to request as many redial attempts as required and varying by notification.		
30	Ability to distinguish when a live recipient is reached vs. when an answering machine or voice-mail has been reached on voice-delivered devices.		
31	Ability to leave a message when a voice-delivered message reaches an answering machine or voice-mail.		
32	Ability to allow recipients to confirm a notification via a keypress on voice-delivery devices such as telephones.		
33	Enable system administrators to effectively respond to and manage the		

#	Messaging Requirements	Y/N/P	COMMENTS (if applicable)
	entire lifecycle of an event and how it impacts people, business, and any other party		

a. Please describe how the solution will allow the Bank to create a hierarchy of notification lists.

b. Please explain the various roles available for users within the application.

c. Please explain how the solution allows for broadcasting messages to users by location, groups, or user attributes.

d. Please explain how the solution shall provide the ability to create and save sub lists of subscribers segmented by one or more of the data fields collected. Ability to review all subscriber records in each sub list. The solution should have the ability for an administrator to review and approve messages created by users before they are sent on an ad-hoc basis.

e. How many phone numbers and e-mail addresses are supported per contact record?

f. Can the messages be sent and prioritized based on a specific geographic location?

g. Describe the process an administrator would use in creating a notification campaign.

#	Groups & User Requirements	Y/N/P	COMMENTS (if applicable)
1	Provide flexible ways to add users to the system, including: - custom registration link and web page - Active Directory Sync - CSV import - text-to-subscribe - directly through the solution's web interface - APIs - ODBC import via a secure transport protocol such as SFTP (Secure File transfer Protocol)		
2	Ability for administrators to add or edit recipient and contact information directly within the Solution		
3	Ability to maintain privacy of all contact information through access control		

#	Groups & User Requirements	Y/N/P	COMMENTS (if applicable)
	where only administrators with appropriate rights can view or update recipient and contact information.		
4	Build groups and group hierarchies and organize people by any applicable attribute, including location		
5	Access to customize and manage groups and people through system(s) integration with other systems of record		
6	Ability to establish user permissions for administrators		
7	Group administrators by permissions and communication roles (e.g., global admins, sub-admins with more restricted permissions, etc…) or user attribute		
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.		
9	Ability to identify "group administrators'' for any particular group or site.		
10	Ability to restrict visibility of group administrators to their groups' members and message information. Allow group administrators full control to add or change member information and to send notifications to those members.		
11	Ability to allow group administrators full control to add or change member information and to send notifications to all sub-groups of their groups.		
12	Ability to set up an organizational hierarchy where the administrators of the primary organization can view and send notifications to all secondary organizations and their groups and members.		

#	Groups & User Requirements	Y/N/P	COMMENTS (if applicable)
13	Portal access for admins to manage their individual profile and contacts		
14	Ability to create custom, free-form text fields to track user information (beyond the basics of phone, email, mobile, etc…)		
15	Option to give end-users the ability to opt-out of communications or select their communication preferences		

#	Mapping Requirements	Y/N/P	COMMENTS (if applicable)
1	Display a real-time, interactive view of critical events, audience messages, groups, and mobile app users		
2	Track and display live monitoring of events by location		
3	Interact with the audience from the map in real time		
4	Enable administrators to find audiences and send them messages from the map (by location)		
5	Send notifications from the map via geo-fence drawing tools		
6	Display and track the location and movement of people and groups, communicate with those people, solicit well-checks and responses from them		
7	Broadcast targeted messages to users and groups by location, e.g. building or geography		

#	User Interaction Requirements	Y/N/P	COMMENTS (if applicable)
1	Give users ability to contact us by sending in a message via voice, mobile app, text, or email, as well as respond to a notification they receive		
2	Give users ability to interact with admins through engagement tools, such as read confirmations and surveys		

#	User Interaction Requirements	Y/N/P	COMMENTS (if applicable)
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		
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		
5	Give users access to an emergency phone number, fully-integrated as part of the system, so they can report information		
6	Give users access to a mobile app to receive notifications, track news items (like weather, crime, etc...), and share location		
7	Give users access to mobile app that allows them to initiate messages and access to a panic/duress button		
8	Limited individual account access for end-users to manage their profile and contact info		

#	Technology Requirements	Y/N/P	COMMENTS (if applicable)
1	A simple, intuitive user experience across both web and mobile apps		
2	Apple iOS and Android support for the mobile app		
3	SaaS-based platform		
4	Access to a fully-documented, easy-to-implement API		
5	Native mobile apps for admins to send and manage notifications and responses		
6	Native mobile app for end-user to call for help with one button, receive notifications, and send messages to the administrator		

#	Technology Requirements	Y/N/P	COMMENTS (if applicable)
7	Apps should be compatible with any device - Android and iPhone operating systems		
8	Ability to leverage existing authentication system to identity and access management, Microsoft Active Directory through LDAP, SAML, or ADFS.		
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		

h. Please indicate if the proposed solution includes:

   a. An External RESTful Application Programming Interface (API) so that we could write programs that could read/write data or call methods against the proposed solution using defined JSON or XML structures.

   b. WebHooks that allow specific URLs to be triggered when events happen within the system, i.e., a new user is added to the system and the system calls a specific URL for subsequent actions.

   c. Documented plugins or internal APIs that allow custom developed modules to run within it and securely access data.

#	Security & Infrastructure Requirements	Y/N/P	COMMENTS (if applicable)
1	Compliance with SSAE 16, SOC framework, ISO 27001, and PCI DSS Level 1		
2	Use at least 256-bit TLS/SSL encryption. All authenticated data transfers to and from the system shall be secured with at least 256-bit encryption.		
3	Platform is hosted in a highly scalable, secure, and reliable environment, like Amazon Web Services' (AWS) data centres, with redundancy between regions and auto-scaling abilities		
4	Record an audit trail of all changes made; the minimum criteria for audit logs should be date, time, user		

#	Security & Infrastructure Requirements	Y/N/P	COMMENTS (if applicable)
	performing the change, and changes made. Audit logs should be available online via the application web portal.		
5	Follows industry standards and best practices		
6	Standard SLA of 99.9% or greater		

     i.   Please provide copies of any industry audit attestations and certifications you currently have. Examples are ISO 27000 series and/or SSAE 16/18.

     j.   Provide copies of your latest third (3rd) party penetration test reports covering your applications and networks.

     k.   Describe or provide copies of your Disaster Recovery and Business Continuity plans and SLAs.

     l.   Describe how the proposed solution is configured for high availability and reliability. Describe how downtime for regularly scheduled maintenance and upgrades are planned, scheduled, and implemented. Please include a scheduled/unscheduled downtime summary report for the previous 12 months.

     m.   Please describe your product support and capabilities for Single Sign On (SSO).

#	Monitoring Requirements	Y/N/P	COMMENTS (if applicable)
1	Automatic alerting for potential threats via app push, SMS/text, or email to aid in making informed communication decisions		
2	Access to local weather alerts via app push, SMS/text, or email		

#	Reporting Requirements	Y/N/P	COMMENTS (if applicable)
1	Access to full insights into the performance of a notification and the ongoing engagement around an event		
2	In-app reporting that provides admins insight into event and notification details, user information, group hierarchies, number of messages sent,		

#	Reporting Requirements	Y/N/P	COMMENTS (if applicable)
	number of subscribers, and other usage information		
3	Display real-time statistics and interactive feedback charts for delivery of notifications, surveys, and read confirmations		
4	Ability to track message information: time message was generated; real-time updating of message status (queue, mailing, sent)		
5	Ability to report on bounce backs, bad email addresses, and wrong or invalid phone numbers in an exception report that can be automatically generated and emailed to an administrator		
6	Generate reports as HTML, PDF, or XLS files		

n. Please list standard reports that are available in the proposed solution including standard charts and graphs, e.g. notification history, types of call activity, attendance notification report, etc. Can the proposed solution generate a standard status report for each notification campaign? Does the Solution have the ability to produce multi-level reports?

#	Training & Customer Support Requirements	Y/N/P	COMMENTS (if applicable)
1	Simple, low-burden implementation process		
2	Easy-to-use platform requiring little to no training		
3	Assignment of a named Customer Support Representative to work with us throughout the partnership		
4	Provide an initial on-board session to learn the platform and ensure the account is set up to meet our use cases		
5	Provide ongoing support sessions tailored to our needs		
6	24/7/365 technical support and customer service		
7	On-line support knowledgebase		

    o.   Please describe the training capabilities and training material medium (video, FAQ, user guide, webinars, etc.).

5. Evaluation Criteria and Vendor Selection

5.1 Proposal Evaluation Weightings

Proposals will be evaluated based on the following weights (100%):

- Cost (Implementation and Annual Recurring) – 30%
- Solution Requirements Matrix – 20%
- Implementation Methodology and Approach – 20%
- Vendor Background, Experience & References – 15%
- Vendor Support – 15%

The bidder with the highest combined total points will be selected.

5.2 Planned Evaluation Steps

The Bank plans to use the following multi-tiered process:

- Initial screening; see Section 5.2.1.
- Preliminary evaluation of the written proposals and reference checks.
- Final evaluation of proposals.

5.2.1 Initial Screening

The Bank will conduct an initial screening step to verify bidder compliance with submission requirements. A proposal that fails to satisfy the minimum standards shall be considered nonresponsive and disqualified from the proposal evaluation process.

5.2.2 Evaluation of Written Proposals

The Bank will establish a Proposal Evaluation Committee composed of Bank employees and inclusive of subject matter experts to evaluate proposals received in response to this RFP.

5.2.3 Final Evaluation

The Bank will conduct final evaluations as a culmination of the entire process of reviewing bidder proposals and information gathering.

5.3 Proposal Evaluation

In evaluating the proposals submitted, the Bank will apply the "Best Value" standard based upon the criteria and standards contained in this RFP and from applying the weightings listed in Section 5.1 above as well as the considerations listed below. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to the Bank, in the sole judgment of Bank.

1. The quality and range of services the firm proposes to provide.
2. The extent to which the goods or services meet JJC needs.
3. The firm's overall experience, reputation, expertise, stability and financial responsibility.
4. The vendor's past relationship with the Bank, if any.
5. The experience and qualifications of the staff that will be assigned to service the Bank's account.
6. The ability to provide service in an expedient and efficient manner.
7. Quality and range of management and performance reports
8. Vendor's financial terms offered to the Bank.
9. The training options available.
10. The total, long-term cost to the Bank to acquire the vendor's goods and services.
11. Any other relevant factor that the Bank would consider in selecting a supplier.
12. Service Level Agreement (Triage and Response Times)

Reference checks will be used to refine and finalize preliminary scores.

5.3.1 Converting Costs to Points

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the methodology set out below. In the generic example below, cost is weighted as 25 percent (25%) of the overall total score.

Example - Formula Used to Convert Cost to Points

[STEP 1] - List all proposal prices

- Bidder #1 - $140,000
- Bidder #2 - $142,750

- Bidder #3 - $147,500

[STEP 2] - Convert cost to points using this formula.

[(Price of Lowest Bidder) x (Maximum Points for Cost)]

--- = POINTS

(Cost of Each Bidder Proposal)

The RFP allotted 25% (25 points) of the total of 100 points for evaluation.

Bidder #1 receives 25 points. The reason they receive that amount is because the lowest cost proposal, in this case $140,000, receives the maximum number of points allocated to cost, 25 points.

Bidder #2 receives 24.52 points, i.e., $140,000 X 25 = 2,800,000 ÷ $142,750

Bidder #3 receives 23.73 points, i.e., $140,000 X 25 = 2,800,000 ÷ $147,500

6. Standard Proposal Information

6.1 Assignment

The contractor may not transfer or assign any portion of the contract without prior written approval from the Bank.

6.2 Disputes

Any dispute arising out of this agreement will be resolved under the laws of the Commonwealth of The Bahamas. Any appeal of an administrative order or any original action to enforce any provision of this agreement or to obtain relief from or remedy in connection with this agreement may be brought only in the Supreme Court for the Commonwealth of The Bahamas.

6.3 Severability

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

6.4 Supplemental Terms and Conditions

Proposals must comply with Section 3.7: Right of Rejection. However, if the Bank fails to identify or detect supplemental terms or conditions that conflict with those contained

in this RFP or that diminishes the Bank's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void.

After award of contract:

a. If conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail.
b. If the Bank's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

6.5   *Clarification of Offers*

To determine if a proposal is reasonably susceptible for award, communications to clarify uncertainties or eliminate confusion concerning the contents of a proposal are permitted between the Bank or the proposal evaluation committee and a bidder. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the Bank or the proposal evaluation committee may be adjusted as a result of a clarification under this section.

6.6   *Discussion with Bidders*

The Bank may conduct discussions with bidders for the purpose of ensuring full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the Bank. Discussions will only be held with bidders who have submitted a proposal deemed reasonably susceptible for award by the Bank. Discussions, if held, will be after initial evaluation of proposals by the proposal evaluation committee. If modifications are made as a result of these discussions, they will be put in writing. Following discussions, the Bank may set a time for best and final proposal submissions from those bidders with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If a bidder does not submit a best and final proposal or a notice of withdrawal, the bidder's immediate previous proposal is considered the bidder's best and final proposal.

Any oral modification of a proposal must be made in writing by the bidder.

Bidders with a disability needing accommodation should contact the Bank prior to the date set for discussions so that reasonable accommodation can be made.

6.7 F.O.B. Point

All goods purchased through this contract will be F.O.B. final destination. Unless specifically stated otherwise, all prices offered must include the delivery costs to the Bank's main office in Nassau, The Bahamas.

6.8 Contract Negotiation

After final evaluation, the Bank may negotiate with the bidder of the highest-ranked proposal. Negotiations, if held, shall be within the scope of the request for proposal and limited to those items, which would not have an effect on the ranking of proposals. If the highest-ranked bidder fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the Bank may terminate negotiations and negotiate with the bidder of the next highest-ranked proposal. If contract negotiations are commenced, they may be held at the Bank's main office in Nassau, The Bahamas.

If the contract negotiations take place in Nassau, The Bahamas, the bidder will be responsible for their own travel and per diem expenses.

6.9 Failure to Negotiate

If the selected bidder:

a. fails to provide information required to begin negotiations in a timely manner.

b. fails to negotiate in good faith.

c. indicates they cannot perform the contract within the budgeted funds available for the project.

d. and the Bank, after a good faith effort, simply cannot come to terms, then the Bank may terminate negotiations with the bidder initially selected and commence negotiations with the next highest-ranked bidder.

6.10 Notice of Intent to Award

After the completion of contract negotiation, the Bank will issue a written Notice of Intent to Award (NIA) and send copies to all bidders. The NIA will set out the names of all bidders and identify the proposal and supplier selected for award.

7. Standard Contract Information

7.1 Contract Approval

This RFP does not by itself obligate the Bank. The Bank's obligation will commence when the Governor of the Central Bank or the Governor's designee, in accordance with internal procedures approves the contract. Upon written notice to the Contractor, the Bank may set a different starting date for the contract. The Bank will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the Bank.

7.2 Proposals as Part of the Contract

The RFP and the successful proposal may be incorporated into the contract agreement.

7.3 Additional Terms and Conditions

The Bank reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

7.4 Proposed Payment Procedures

The Bank will make payments based on a negotiated payment schedule. Each billing must consist of an invoice and progress report. Payment will only be made after the Bank's project manager approves the progress report and invoice. The Bank will not pay in full for hardware, software or services until received by the Bank.

7.5 Retainer

A withholding (retainer) of 15 percent (15%), will be taken off every invoice amount paid to the supplier under this contract. This accumulated balance will be paid at the end of the project, as defined in the final contract.

7.6 Contract Payment

No payment will be made until the contract is approved by the Governor of the Central Bank or the Governor's designee. Under no conditions will the Bank be liable for the payment of any interest charges associated with the cost of the contract.

The Bank is not responsible for and will not pay taxes. All costs associated with the contract must be stated in Bahamian currency.

7.7 Contract Personnel

Any change of the project team members named in the proposal must be approved by the Bank's project manager, two weeks in advance and in writing. Personnel changes that are not approved by the Bank may be grounds for the Bank to terminate the contract.

7.8 Inspection and Modification

The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the Bank's project manager.

The Bank may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. Should the Bank's project manager determine that corrections or modifications are necessary in order to accomplish its intent; the Bank's project manager may direct the contractor to make such changes. The contractor will not unreasonably withhold such changes.

Substantial failure of the contractor to perform the contract may cause the Bank to terminate the contract. In this event, the Bank may require the contractor to reimburse monies paid by the Bank (based on the identified portion of unacceptable work received) and may seek associated damages.

7.9 Termination for Default

If the Bank's project manager determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the Bank may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work.

7.10 Schedule Delay Penalty

The Bank will include scheduled delay penalty in this contract to assure the timely completion of all major milestones. For the purposes of this contract, the Bank and bidder will agree to a set penalty rate. If the contractor fails to complete the milestone by the scheduled date identified in the approved project plan, the Bank retains the right to assess this daily penalty for each day that each milestone is late. In the event the delays are associated with the bank's resources, the contractor will not be penalized.

7.11 Contract Changes – Unanticipated Amendments

During the course of this contract, the contractor may be required to perform additional work that is not currently included in this RFP. That work will be within the general

scope of the initial contract. When additional work is required, the Bank's project manager will provide the contractor a written description of the additional work and request the contractor to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work. Cost and pricing data must be provided to justify the cost of such amendments.

The contractor will not commence additional work until the Bank's project manager has secured any required Bank approvals necessary for the amendment and issued a written contract amendment approved by the Governor of The Central Bank or the Governor's designee.

7.12 Contract Invalidation

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

8. Appendix A: Supplemental Information

The Bank seeks to implement a mass notification solution. To enable the Bank to evaluate such factors, the items listed below are the required minimum qualifications for judging responsiveness of a proposal to this RFP. A proposal that fails to satisfy the minimum standards detailed in this section shall be rejected without further consideration.

1. **Proposal Response** - Bidders must provide a proposal using the format described in Section 4.14: Proposal Format. Proposals that do not meet the required format will be rejected.
2. **Bidder Implementation Experience** - The prime bidder must have completed a similar solution implementation for a regulatory agency in the same or related industry within the last five (5) years. The implemented solution must be described in the proposal, including descriptions of the hardware, software and services delivered.
3. **Transmittal Letter** - The response must include a Transmittal Letter as described in Section 3.15.2: Transmittal Letter.
4. **Pricing Worksheet** - A 3-Year Total Cost of Ownership pricing worksheet (Section 9) must be completed.

9. Appendix B: Pricing Worksheet

For all available deployment models, provide a cost summary and an itemized listing of all hardware, software and services required to meet the specifications as displayed below.

Price Description	Non-Recurring (Base)	Recurring (Annual)	3-Yr Extended Cost
Product Costs			
Hardware Cost			
Software Licensing			
Other Licensing & Per Feature Cost			
Maintenance/Support			
Implementation Services			
Project Management			
Documentation & Training			
Additional Costs *(Attach description)*			
TOTAL			

Hardware: List, describe, and record the cost of each piece of hardware that is required.

Software: List, describe, and record the licensing, implementation, maintenance, support, and training fees associated with your proposed solution.

Documentation & Training: List, describe, and record the cost of developing/delivering the required technical, administrative and end-user documentation for the proposed solution. Please also include all training fees associated with your proposed solution.

Support/Maintenance: List, describe and record the ongoing costs associated with the maintenance, support and operation of your proposed solution.

Implementation: Describe any labor, equipment, supplies, or other costs associated with installing your proposed solution.

Project Management: If there are project management fees associated with your proposed solution, list and describe them here.

Miscellaneous: List and describe any other costs associated with your proposed solution.