

ANSWERS TO QUESTIONS FOR RFP# TCAS-2023-01-AJ EMERGENCY NOTIFICATION SERVICES

Issue Date:

April 18, 2023, *Estimate*

The following document shall be incorporated as part of the above-mentioned RFP.

***ALL OTHER REQUIREMENTS, TERMS, AND
CONDITIONS REMAIN UNCHANGED***

1. How many users will the Council need to send alerts to?

Answer: Each court will have its own subscription and the number of alerts varies from court to court. Only for the JCC subscription and doesn't include court numbers, five individuals receive monthly test alerts. A total of 900 people will receive notice alerts when needed.

2. Can you provide any past metrics on message volume and type (Phone calls, SMS, Email, Mobile App) over the last year?

Answer: No. Each court has its own subscription and the JCC does not access their accounts.

3. If you have a current system, can you name the current provider?

Answer: Enera

4. Does the Judicial Council envision each JBE manage their own notifications, configuration and administration, but while under a single system? Or will each JBE purchase their own system under the Master Agreement?

Answer: Each JBE will request a quote and issue a PO for their own subscription annually.

5. Does data need to be migrated from an existing notification system?

Answer: No.

6. Does the Council have an existing Digital Signage product or platform that they want to be integrated for Alerting? Can you provide the Vendor name and product model?

Answer: No.

7. From an Architecture standpoint, as each branch comes on board, does every court need its own domain?

Answer: The solicitation is for the Judicial Branch only. Each court will access the website and upload their recipient list, create, test and distribute messages.

8. Do you envision jurors to come in and receive notifications as well?

Answer: No.

9. How many court staff will use this? Do you have the total number of employees listed in the RFP?

Answer: Each court will have their own subscription and the number of employees varies from court to court.