



RFI #817-18

College-Wide Emergency Communications Solutions

Addendum 001
Issued September 7, 2018

1. Has the College allocated funding for the Emergency Communication Solution yet? If so, through which source (budget, CIP, state/federal grant etc.)?

CMC has funds budgeted for this purpose, however it may be insufficient to complete all project phases or including all desired options. A primary outcome of the RFI is to gain a better understanding of potential project cost and options for system phase-in.

2. How is the College currently meeting this need? Which vendor provides the incumbent Rave Alert system?

See RFI document. CMC currently utilizes a basic public address system feature of our Cisco IP speakerphones to communicate (one-way) to those inside a CMC building. The college also uses Rave Alert by Rave Mobile Safety as our mass notification service provider.

3. Would it be possible to name the three greatest challenges the College is having with the current solution?

1. Speakerphone based PA system volume is not loud enough, and the link between Cisco phone system and auxiliary speakers mounted in hallways and other areas without a phone is not reliable.

2. Audible only emergency communications over PA system is problematic for those with a hearing disability.

3. Difficulty in deployment of emergency message and other response protocols – Separate non-integrated systems require multiple steps, multiple logins, or other disconnected processes to implement.

4. Should the Department decide to proceed past the RFI process, what is the timeframe in which a solicitation may be issued?

The intent is to move forward immediately if potential solutions are identified and available resources are sufficient to implement the project in whole or in phases that add incremental value and improvement with each phase. The RFI process may be followed by a formal RFP process.

5. Who is the technical contact and/or project manager for the Emergency Communication Solution project?

A multi-disciplinary team is currently leading the effort to identify a better ECS for CMC. Project manager for implementation and/or ongoing administration will be determined based on the solution requirements.

6. Have you had any external assistance preparing this RFI?

The RFI was prepared internally and CMC is not using any outside assistance to prepare the RFI or to guide this process. RFI specs and examples of potential system features were based on informal research of available systems and technology and an assessment of what is in place at other colleges around the country.

7. Does the College anticipate any professional or consulting services may be needed to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)?

Not anticipated at this time, but this will be determined by the complexity and scope of any solution ultimately selected.

8. Can you further clarify your definition of 100% notification of building occupants and nearby outdoor areas? We are assuming there may not be technology coverage (dead spots) in all areas of each campus. Will the future RFP address the specific geographic areas of coverage and the required technology to be implemented to meet the 100% coverage requirements? An example would be a parking lot that does not have current technology in place. Another would be hallways, with no audio paging systems in place.

CMC recognizes that 100% coverage is an ambitious goal. The intent of this RFI is to identify potential solutions that will allow us to get as close as possible to this 100% goal.

In response to your example, we recognize that we have not provided the exact number or area of parking lots, or information on a number of other relevant variables, and so providing exact specifications and numbers for this RFI will not be possible. Responses that indicate the availability and describe the functionality of an outdoor solution such as an exterior speaker that projects high quality audible sound for between X and Y number of feet would be a reasonable response. A system that only works in classrooms but has no provision for hallways or parking lots may not be viewed by our committee as a solution that sufficiently moves the college towards our communication goals.

9. Does the college have a technology inventory of the current equipment installed college wide? Including audio paging systems, visual displays, fire alarm manufacturers, panic buttons, strobe lights, audio alarms etc.

A detailed list is not available, however a general description of existing infrastructure was included in the RFI. CMC buildings do not have existing audio paging or PA systems other than the Rave system. CMC campuses are spread out over a 12,000 mile service area and the buildings were built and remodeled at different times. Fire panels vary in manufacturer and model by location. Panic buttons are hard wired wall mounted units that engage exterior automatic door locks.

10. What/who is the current College digital signage CMS in operation?

CMC's digital signs are maintained using Google Chrome Sign Builder.

11. Does the College prefer to keep in place older legacy technology, audio paging as an example, or replace it with network addressable devices?

Solutions that cost effectively meet the stated communication goals are encouraged and the committee is neutral on the utilization of existing technology versus new network devices. There is very limited existing legacy technology in place. See RFI for description of existing infrastructure and technology. We do not have audio paging or PA system beyond how we have adapted the Cisco speakerphones to function as a PA system.

12. Is the video and radio centralized?

No, the video system is not centralized and a radio system does not exist.

13. What type of radio system is in place?

No college wide radio system is in place. CMC does not have a college police department or central dispatch desk.

14. What video system is in place?

CMC uses activity/motion sensitive IP cameras installed and maintained by Alpha Security in Aspen, CO. Each location is set up with a separate storage server specific to that location, however cameras are remotely accessible.

15. How many physical buildings are they that will be included?

Building list was included with RFI.

16. What kind of Rave system do you have in place today?

CMC contracts with Rave Mobile Safety to use their cloud-based Rave Alert mass notification solution. We are currently using only the text, email, and voice call notification methods.

17. How many total users would CMC like to license?

This would depend on the type of solution selected and vendor requirements. Total employee and student head count at any particular time varies, but typically falls between 8000 and 9000 individuals.

18. How many total Cisco phones are in the CMC environment?

Approximately 1200 IP phones college-wide.

19. You mention a Rave Alert Mass Notification System. Are you looking to replace this or just integrate equipment with it?

We have no plans to change providers for our mass notification system at this time. Integration with this system may be desirable if it helped achieve the project goals, but it is not a requirement.

We differentiate between a mass notification system and an emergency communications system in that the latter will have the capability to deploy near-immediate pre-configured crisis response information/instructions in highly visible/audible format(s) with little input required by the initiator (e.g hitting a panic button).

20. How long ago was the Rave product purchased and are the updates current?

CMC has contracted with Rave Alert for their cloud based service for approximately 2 years. Rave Mobile Safety updates their product periodically and those updates are included in our service.

21. How many people currently use this system by type: Administrators, staff and students?

We currently have approximately 55 Admins that have the access to send notifications to those employees and students associated with their respective campus (several from each CMC location). This also includes some IT department admins who have permission to handle behind the scenes technical matters. The system is configured to upload contact information from our ERP on a daily basis to automatically include all registered students and current employees. This total fluctuates slightly from semester to semester, but right now it includes 8,200 individuals who will receive mass notifications.

22. Which locations use the Rave system? Which do not?

CMC uses Rave Alert as a mass notification system college wide. We have it set up so that notifications can be sent to a specific campus, or it could be used to send a notification to all locations.