**EXHIBIT 2**

**PROPOSER’S RESPONSE TEMPLATE**

**Non-Cost Proposal Checklist**

Select yes or no to indicate if the item is part of the proposed system. Use the comment box to provide details. The items included in the Mandatory Specifications will be scored as part of the non-cost proposal.

**Mandatory Specifications**

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| --- | --- | --- | --- |
| **Item** | **Yes** | **No** | **Comments** |
| The service must allow users to create and distribute messages via mobile device (e.g., phone or tablet) or Internet at any time, with no restriction on the number of individuals or groups contacted. |  |  |  |
| The service must allow for multiple means of notification (for example: calls to work phone and extension, home phone, mobile phone, text messaging, Telephone Device for the Deaf (TDD) and e-mail). |  |  |  |
| The system must allow for messages to be sent out as audio (phone call), text (SMS), and e-mail. |  |  |  |
| The service must be web-browser-based and not require any software to be installed on users’ computer(s). |  |  |  |
| The service must be intuitive and easy-to-use and must allow Purchasing  Group members to create and distribute notifications quickly from any location. |  |  |  |
| The service must be a hosted, off-site service that operates independently of  the Purchasing Group member’s infrastructure and must guarantee security of stored data. |  |  |  |
| The service must be backed up at more than one location and have a plan for continuity of service in the event of an emergency at the location where the service is housed. |  |  |  |
| The service must allow the Purchasing Group to add/delete or designate users as Active/Inactive and/or Administrator(s) and manage password creation, maintenance and permissions. |  |  |  |
| The vendor must make 24/7 technical support available to Purchasing Group members and their designated Administrator(s) via e-mail and phone number. |  |  |  |
| The vendor must ensure that all customer service issues are resolved in a timely and consistent manner, with a maximum of one hour “Time-to- Respond” (TTR). |  |  |  |
| The service must allow Purchasing Group members to configure and maintain individual and group contact information. |  |  |  |
| The service must support import and export of contact information via  delimited text file or current Excel spreadsheet (e.g., CSV file, XLXS file,  .TXT file or etc.). |  |  |  |
| The service must allow users to set up and use pre-made message templates or to create messages as needed. |  |  |  |
| The service must allow users the choice of sending messages to individuals or  groups simultaneously, *or* in a pre-designated ranked order. |  |  |  |
| The service must make multiple or alternate (retry) connection attempts if a notification does not go through and allow users to require acknowledgement. |  |  |  |
| The service must be able to dial extensions in addition to direct lines and be able to leave complete recorded voicemail messages. |  |  |  |
| The service must offer a real-time, web-based view detailing the overall progress of notifications, receipts (if applicable), and acknowledgements (if applicable) for response purposes. |  |  |  |
| The service must include a reporting feature that tracks and documents notifications, receipts (if applicable), and acknowledgements (if applicable) for auditing, compliance, and debriefing purposes. |  |  |  |
| The service must be regularly updated for compatibility with modern operating systems and web browsers and include prudent security enhancements as needed. |  |  |  |
| The system’s data centers, and data storage must be located in the continental United States. |  |  |  |
| The system must allow users to select the type of message, or combination  of message types to send. |  |  |  |
| The service must be compatible with the following web browsers, at their  most current versions:   * Microsoft Internet Explorer * Microsoft Edge * Apple Safari * Mozilla Firefox * Google Chrome |  |  |  |
| The service must not require any Active-X, non-default browser extensions that require installation or similar “plug-ins.” |  |  |  |
| The service must not require Java (JRE) “applets” or similar. |  |  |  |
| Preference will be granted to open services architectures when such a service involves devices or protocols. |  |  |  |

**Optional Specifications**

Items included in the Optional Specification list are for information purposes only and will not be scored as part of the non-cost proposal.

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| --- | --- | --- | --- |
| **Item** | **Yes** | **No** | **Comments** |
| The service should provide free apps compatible with the latest version of Apple IOS and Android mobile device (phone/tablet). |  |  |  |
| The service should include Role-Based-Access-Control so that each Purchasing Group member can designate certain administrator(s), power user(s) and general recipients (or similar structure). |  |  |  |
| The service should include a self-service opt-in (subscribe) feature/method/portal. |  |  |  |
| The service should include self-service opt-out (unsubscribe) feature/method/portal. |  |  |  |
| The service should include a self-service feature/method/portal to allow for subscribers to update relevant contact information (e.g., phone number, email addresses, etc. |  |  |  |
| Application Programmable Interface (API) to allow for integration and/or data exchange(s) between various Purchasing Group system(s) (e.g., HR systems, case management systems, etc.). |  |  |  |
| Message Center or Call-in Number–a toll free number (access code requirement optional) for callers to listen to messages regarding the emergency situation. |  |  |  |
| Personalized Message Center –a personalized message center requiring the use of a PIN, allowing for secure delivery of messages containing confidential information. |  |  |  |
| Conference Call Bridging – the capability to allow for multiple users to be connected on a conference line immediately, if desired by leadership for emergency response. |  |  |  |
| The service should include an optional and adjustable automated reminder feature to help Purchasing Group members ensure timely updates and testing. |  |  |  |
| Hierarchical organization setup to allow for a “head office” to send messages to all or select JBEs while limiting individual purchasing group(s) messaging capabilities to their specific group. |  |  |  |
| Authentication based on external identity management/authentication services (e.g., OAUTH, OAUTH2, Microsoft Azure Identity Management, Microsoft Office 365, etc.) |  |  |  |
| Apple iMessage capabilities. |  |  |  |
| Non-character text (e.g., emoticons/symbols) capabilities. |  |  |  |
| Integration with digital signage solutions (e.g., TV’s, docket displays, etc.) |  |  |  |
| Integration with paging systems |  |  |  |
| Integration with audio/video systems |  |  |  |
| Ability to integrate with IP-type push/duress buttons (e.g. [Cyberdata SIP](http://www.cyberdata.net/voip/011209/) [Emergency Intercom](http://www.cyberdata.net/voip/011209/), or similar) |  |  |  |
| Ability to integrate with Cisco Unified Communications VoIP system(s) Two-factor authentication |  |  |  |