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Solicitation Response(SR) | **Dept:** 0506 | **ID:** ESR04222000000006180 | **Ver.:** 1 | **Function:** New | **Phase:** Final | ▼ | Modified by batch , 04/23/2020

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Procurement Folder: 705032

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000195808

Legal Name: CARAHSOFT TECHNOLOGY CORF

Alias/DBA:

Total Bid: $931,000.00

Response Date: 04/22/2020

Response Time: 16:51

SO Doc Code: CRFQ

SO Dept: 0506

SO Doc ID: BPH2000000003

Published Date: 4/15/20

Close Date: 4/23/20

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No.02 - RFQ for Emergency Notification System

Total of Header Attachments: 2

Total of All Attachments: 2

State of West Virginia
Solicitation Response

Proc Folder :	705032
Solicitation Description :	Addendum No.02 - RFQ for Emergency Notification System
Proc Type :	Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2020-04-23 13:30:00	SR 0506 ESR04222000000006180	1

VENDOR

000000195808

CARAHSOFT TECHNOLOGY CORP

Solicitation Number: CRFQ 0506 BPH2000000003

Total Bid : $931,000.00 **Response Date:** 2020-04-22 **Response Time:** 16:51:16

Comments: Please see our attached pricing document for a more detailed pricing response.

FOR INFORMATION CONTACT THE BUYER
Brittany E Ingraham
(304) 558-0067
brittany.e.ingraham@wv.gov

Signature on File FEIN # DATE

All offers subject to all terms and conditions contained in this solicitation

FORM ID : WV-PRC-SR-001

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Emergency Notification System - Year 1/Deliverable 1				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 1/Deliverable 1: Specifications Item 4.1.14.1.1: By the end of Week 1 of the first year of the contract: Vendor will meet with CTP to set up implementation strategy. This portion of the deliverable can be accomplished by in-person meeting, a telephone conference call, or WebEx (or equal) type presentation. Vendor will then meet with Notification System Workgroup (State developed) to initiate implementation process. An in-person meeting must be conducted in Charleston, WV with CTP staff.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Emergency Notification System - Year 1/Deliverable 2				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 1/Deliverable 2: Specifications Item 4.1.14.1.2: By end of the first month of the first year of the contract: Vendor will develop/implement State and Local Health components of Notification System. This will include development of capacity to push messages/information to State and Local Health-developed call groups as well as internal and overall message management capability. This also includes the provision of the vendor-supplied API Protocol, described under Section 4.1.9.11.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Emergency Notification System - Year 1/Deliverable 3				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 1/Deliverable 3: Specifications Item 4.1.14.1.3: By end of the first month of the first year of the contract: Vendor will complete data transfer (call groups) from incumbent system -OR- complete building and import of new State and LHD call groups into Notification System.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Emergency Notification System - Year 1/Deliverable 4				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 1/Deliverable 4: Specifications Item 4.1.14.1.4: By end of the first month of the first year of the contract: Vendor will develop initial user training curriculum/delivery mechanism and complete initial user training for State and LHDs as described above in this document in Section 4.1.12.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Emergency Notification System - Year 1/Deliverable 5				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 1/Deliverable 5: Specifications Item 4.1.14.1.5: By end of the first month of the first year of the contract: Vendor will complete dry run performance tests and correct any residual issues. This will be executed and evaluated on site in Charleston, WV. System will be initialized and placed in-service. Vendor presence will be required in Charleston, WV during the performance test and initiation of the system.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Emergency Notification System - Year 1/Deliverable 6				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 1/Deliverable 6: Specifications Item 4.1.14.1.6: From the first day of the second month of the first year of the contract through the end of contract (first year): Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Emergency Notification System - Year 1/Deliverable 7				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 1/Deliverable 7: Specifications Item 4.1.14.1.7: From the first day of the second month of the first year of the contract through the end of contract (first year): Technical assistance will be performed as needed upon contact by State or Local staff at a minimum not to exceed quantity of 15 hours of technical assistance per month (vendor may provide more hours in any month as part of this deliverable, but must provide at least 15 hours, and may not charge for any hours in addition to the 15).

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Emergency Notification System - Year 2/Deliverable 1				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 2/Deliverable 1: Specifications Item 4.1.14.2.1: By end of the third month of the second year of the contract: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 4.1.12. Training to be provided via 2 WebEx (or equal) presentations or 1 reproducible DVD.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Emergency Notification System - Year 2/Deliverable 2				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 2/Deliverable 2: Specifications Item 4.1.14.2.2: By end of the third month of the second year of the contract: Vendor will complete new user training for State and LHDs as described above in this document in Section 4.1.12. Training to be provided via 2 WebEx (or equal) presentations or one reproducible DVD.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Emergency Notification System - Year 2/Deliverable 3				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 2/Deliverable 3: Specifications Item 4.1.14.2.3: Throughout contract period (Year two): Vendor will maintain system in
"ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Emergency Notification System - Year 2/Deliverable 4				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 2/Deliverable 4: Specifications Item 4.1.14.2.4: Throughout contract period (Year 2): Technical assistance will be performed as needed upon contact by State or Local staff at a minimum not to exceed quantity of 10 hours of technical assistance per month (vendor may provide more hours in any month as part of this deliverable, but must provide at least 10 hours, and may not charge for any hours in addition to the 10).

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Emergency Notification System - Year 3/Deliverable 1				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 3/Deliverable 1: Specifications Item 4.1.14.3.1: By end of the third month of the third year of the contract: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 4.1.12. Training to be provided via 2 WebEx (or equal) presentations or 1 reproducible DVD.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Emergency Notification System - Year 3/Deliverable 2				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 3/Deliverable 2: Specifications Item 4.1.14.3.2: By end of the third month of the third year of the contract: Vendor will complete new user training for State and LHDs as described above in this document in Section 4.1.12. Training to be provided via 2 WebEx (or equal) presentations or one reproducible DVD.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Emergency Notification System - Year 3/Deliverable 3				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 3/Deliverable 3: Specifications Item 4.1.14.3.3: Throughout contract period (Year 3): Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Emergency Notification System - Year 3/Deliverable 4				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 3/Deliverable 4: Specifications Item 4.1.14.3.4: Throughout contract period (Year 3): Technical assistance will be performed as needed upon contact by State or Local staff at a minimum not to exceed quantity of 5 hours of technical assistance per month (vendor may provide more hours in any month as part of this deliverable, but must provide at least 5 hours, and may not charge for any hours in addition to the 5).

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Emergency Notification System - Year 4/Deliverable 1				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 4/Deliverable 1: Specifications Item 4.1.14.4.1: By end of the third month of the fourth year of the contract: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 4.1.12. Training to be provided via 2 WebEx (or equal) presentations or 1 reproducible DVD.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Emergency Notification System - Year 4/Deliverable 2				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 4/Deliverable 2: Specifications Item 4.1.14.4.2: By end of the third month of the fourth year of the contract: Vendor will complete new user training for State and LHDs as described above in this document in Section 4.1.12. Training to be provided via 2 WebEx (or equal) presentations or one reproducible DVD.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Emergency Notification System - Year 4/Deliverable 3				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 4/Deliverable 3: Specifications Item 4.1.14.4.3: Throughout contract period (Year 4): Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

Comments: Please see our response for more details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Emergency Notification System - Year 4/Deliverable 4				$49,000.00

Comm Code	Manufacturer	Specification	Model #
93131802			

Extended Description : Year 4/Deliverable 4: Specifications Item 4.1.14.4.4: Throughout contract period (Year 4): Technical assistance will be performed as needed upon contact by State or Local staff at a minimum not to exceed quantity of 5 hours of technical assistance per month (vendor may provide more hours in any month as part of this deliverable, but must provide at least 5 hours, and may not charge for any hours in addition to the 5).

Comments: Please see our response for more details.

West Virginia Purchasing Division

Request for Quote

Public Health Emergency Notification System

SOLICITATION NO. CRFQ BPH2000000003

Thursday,
April 23, 2020

SOLUTION PROVIDED BY

BlackBerry
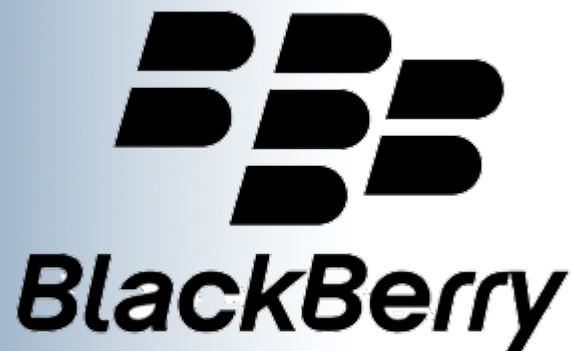
CARAHSOFT TECHNOLOGY CORP.
11493 SUNSET HILLS ROAD, SUITE 100
RESTON, VA 20190

888.66.CARAH | WWW.CARAHSOFT.COM

April 23, 2020

Department of Administration
Purchasing Division
2019 Washington St E
Charleston, WV 25305

Re: *Carahsoft's Response to the West Virginia Purchasing Division's Request for Quote for Public Health Emergency Notification System, Solicitation # CRFQ BPH2000000003*

Dear Brittany E. Ingraham,

Carahsoft Technology Corp. appreciates the opportunity to respond to the West Virginia Purchasing Division (WV)'s Request for Quote for Public Health Emergency Notification System. Carahsoft is proposing Blackberry which fully meets the WV's requirements for a Public Health Emergency Notification System. Our team has fully considered the WV's requirements outlined in the Request for Quote, and has carefully put together a solution that will best meet your needs.

Since opening its doors in 2004, Carahsoft has successfully executed over 140,000 orders to State, Local Government, Educational entities. As a top-ranked partner for Blackberry, Carahsoft has delivered best value solutions to our public sector clients for over 15 years.

Please feel free to contact me directly at 703.581.6673/Elizabeth.Harrison@carahsoft.com or Brandi Hiebert at 703.889.8722/Brandi.Hiebert@carahsoft.com with any questions or communications that will assist the WV in the evaluation of our response. This proposal is valid for 90 days from the date of submission.

Thank you for your time and consideration.

Sincerely,

Elizabeth Harrison

Elizabeth Harrison
Account Representative

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Solution Overview

Carahsoft Technology Corporation understands that the West Virginia Purchasing Division is seeking a Public Health Emergency Notification System to provide a method of rapid notification and communication for public health partners in an emergency. As the Prime Contractor, Carahsoft has assembled a team for the initiative that includes our Solution Provider, Blackberry, as the best solution to meet WV's requirements.

Prime Contractor: Carahsoft Technology Corp.

Carahsoft Technology Corp. is an IT solutions provider delivering best-of-breed hardware, software, and support solutions to federal, state and local government agencies since 2004. Carahsoft has built a reputation as a customer-centric real-time organization with unparalleled experience and depth in government sales, marketing, and contract program management. This experience has enabled Carahsoft to achieve the top spot in leading software license GSA resellers.

VENDOR RELATIONSHIPS – Carahsoft has a unique business model focusing on providing superior sales and marketing execution, a track record of success, high integrity, and a focus on strategic vendor relationships, of which **Blackberry** is an important part. Carahsoft's contract vehicles carry over 200 vendors.

PROVEN EXECUTION – Carahsoft has leveraged its vast contracting experience and extended it to quoting and order management. Carahsoft seamlessly generates quotes within 30 minutes or less and processed over 94,000 orders in 2019 that were each completed the same day received.

CONTRACT VEHICLES – Since 2004, Carahsoft has acquired and maintained a wide variety of purchasing contract vehicles for agencies at the state, local, and federal levels. Associated with all contracts are dedicated and experienced contract management resources. A list of available contracts can be found at www.carahsoft.com/contracts/index.php.

GROWTH & STABILITY – Carahsoft has continued to show impressive growth year after year, with annual revenue of $3.4 million in our first year in 2004 to $6.6 billion in 2019. In September of 2019, 11,521 orders were processed worth nearly $1.4 billion. We are a stable, conservative, and profitable company and have received numerous accolades, as detailed on our awards page: http://www.carahsoft.com/awards.
- Top Ranked GSA Schedule 70 Contract holder for software
- #30 on Washington Business Journal's Largest Government Contractors List for 2016
- #40 on Washington Technology's Top 100 Government Contractors List for 2017
- Fed 100 Winner and Ernst & Young Entrepreneur of the Year, Craig P. Abod, President and CEO; Fed 100 Winner, John Lee, Vice President of Cloud Services

Solution Provider: Blackberry

On behalf of Carahsoft and BlackBerry-AtHoc, we thank you for your consideration of our proposed AtHoc Mass Notification and Emergency Communications System to improve the communication and

transparency between the WV Department of Health and Human Resources (DHHR), Bureau for Public Health (BPH), Center for Threat Preparedness (CTP) and to members of various emergency and health preparedness response teams and public health partners throughout the State. The AtHoc system will also serve as the emergency alerting vehicle for dissemination of important alerts and warnings, including CDC's Health Alert Network (HAN) messages.

Specific to the requirements of this RFP, the AtHoc System provides for the ability to reach these department-based personnel via Voice calls to land lines, IP Telephony and Mobile Phones, SMS-Text, Email, Instant Messaging, Fax, pagers as well as to the AtHoc Mobile App (that end users can download to their Apple or Android phones at no charge). A notification / alert can be sent that can include up to 9 response items directly in the notification / alert for the recipients to respond to immediately by providing them a number only response that relates to the text response they select. Also, an attachment as well as a Web link and conference call number can be included with the notification / alert. As important, The AtHoc system and pricing structure does not limit the number of "Alert Publishers" (Operators) that can be authorized using role-based access policies to design and publish alerts either from their AtHoc Web Console or from their AtHoc Mobile App. As a result, there are no additional costs for adding as many "Alert Publishers" (Operators) as deemed necessary.

Though, not listed as a requirement for this RFP, the AtHoc system can be upgraded easily to improve employee safety as well as utilize the AtHoc system for Staffing alerts.

Desktop Notifier - Integrated and available is the AtHoc "Desktop Notifier" that allows employees who spend the majority of their workday on their MAC or Windows PC to receive these notifications / alerts as a pop-up on their screen. This pop-up in intrusive by design as it will appear on top of all other applications and not clear until the recipient has acknowledged or responded to the notification / alert.

Advanced Mobile App - The AtHoc system provides extensive Mobile App functionality that allows you to publish an Alert from the Mobile App as well Personnel Accounting for your officers when involved in a potential crime or incident with the following built in features:
- Check-In Button
- Tracking Button (Only used if person is fleeing from an incident)
- Duress Button
- Receive Attachments that are sent with an Alert
- Ability to collaborate with the end user and receive content (Text, Media, etc.) from an Officer during an incident.

We are AtHoc, a proud division of BlackBerry, a publicly traded company. https://www.blackberry.com/us/en/company/investors.
- AtHoc is recognized by the industry analysts as the leading provider focused exclusively on providing a fully integrated crisis communication and mass notification solution. We serve the security, life safety and business continuity missions of commercial enterprises and government agencies worldwide. AtHoc is used and trusted by the 100% of the U.S. Military and over 70% of U.S. Federal Government agencies including the US Department of Homeland Security, US State Department, US FDA US H&HS, as well as state and local agencies like Contra Costa County, Mississippi Emergency Management Agency, the TSA at the majority of international and county US Airports, as well as other large global customers like Robert Bosch, Procter & Gamble, Dow Chemical, Kaiser Permanente, Baylor, Scott & White Medical Center, University of Vermont Health

Network, Greater Baltimore Medical Center, Cook Children's Health Care System, Texas A&M, Bill & Malinda Gates Foundation, etc.

The AtHoc system provides advanced features beyond alerting with the ability to send notifications to citizens. In the future the State of WV may want to utilize the AtHoc system internally to **Alert**, **Collect**, **Collaborate** and Account for all personnel and officers as well as **Connect to any or all of the various agencies local First Responders, and to other State of WV agencies as well as other selective organizations immediately upon the report of an incident**.

Also, should the State of WV want to automate their response planning process in the future, the AtHoc systems Situation Response module provides enables your team to design, review and approve your incident management plan in a real time mode:

- Collaborate with encrypted messaging directly from your AtHoc Mobile App with all of your Emergency Management team members.
- Assign ownership to each incident management step
- Utilize our built in secure native chat between the BCP stakeholders
- Exercise (Test) and report emergency plan readiness at each stakeholder level

Finally, the number of facility-based alerting and communications integrations we support is unmatched. The **AtHoc Integration module** integrates with your legacy systems without any need for software or professional services from a third-party, preserving existing investments and ensuring seamless emergency response. Sirens, Public Address systems, Fire Alarms, Analog radios, Digital Displays, Drones, etc. all can become part of your AtHoc system.

We look forward to scheduling an onsite meeting to answer any questions you may have and presenting additional details regarding the capabilities of the AtHoc Emergency Crisis Communications solution and the support we can provide to your State of WV teams.

Once again, thank you for your consideration of BlackBerry AtHoc. It is sincerely appreciated.

QUALIFICATIONS

The successful vendor must have three (3) years minimum experience with rapid notification as evidenced by website information, business license, and/or other proof. Documentation demonstrating the Vendor meets this experience requirement should be included with the bid. This information will be required prior to award.

BlackBerry AtHoc has been providing "rapid notification" for over twenty-years since the inception of AtHoc Corporation in 1999. BlackBerry's acquisition of AtHoc Corporation in 2015 is one of the most successful and significant of the many made over the past five years and has been successfully integrated into the BlackBerry Enterprise Software Portfolio. The AtHoc solution is recognized by market analysts as the clear leader for Emergency Mass Notification Services by industry analysts and implemented in 100% of the US Military, over 70% of our US Government Agencies, State and Local government agencies, large higher-education institutions as well as many large enterprises including industrial, transportation and commercial enterprises. Our long history of success providing Mass Notification and Emergency communications with rapid notification as the centerpiece of our solution is evidenced by our 98% retention rate and information available for Gartner Group, Forrester Group as well as our own web site link at:
https://www.blackberry.com/us/en/products/blackberry-athoc and
https://www.blackberry.com/us/en/solutions/emergency-notification-systems

carahsoft

BlackBerry

MANDATORY REQUIREMENTS

Mandatory Contract Services Requirements and Deliverables

In addition to the notification requirements described above, the service selected will also serve as the emergency alerting vehicle for dissemination of important alerts and warnings, including CDC's Health Alert Network (HAN) messages. Information for alerting will be imported from existing databases or spreadsheets with remote update capability or will be separately built and loaded into the system from every West Virginia county as well as the Center for Threat Preparedness itself.

BlackBerry AtHoc supports automatic and manual upload of data in bulk using spreadsheets and integration with external data repositories via the BlackBerry AtHoc API. If desired, BlackBerry AtHoc can be set up as an enterprise system allowing the Center for Threat Preparedness' Operators and Administrators from each West Virginia county to have access to their own county's Virtual Private System (VPS) and full control over the data and alert messages for each. The latest BlackBerry AtHoc API and SKD documentation is available here: https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/sdks-and-apis/7_10 .

The service selected must meet the following criteria: Must comply with all applicable Public Health Information Network (PHIN) certification requirements as articulated in the CDC Partner Communication and Alerting (PCA) Guide. The PCA Guide can be found at: https://www.cdc.gov/phin/resources/guides/documents/PCA_Guide_v1_3.pdf

BlackBerry AtHoc supports communications using CAP which is the standard for communication used by PHIN according. Integration with PHIN may be accomplished via custom integration using the BlackBerry AtHoc SDK and API. Documentation for the latest BlackBerry AtHoc API and SKD are available here: https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/sdks-and-apis/7_10

Continuous and uninterrupted availability of this service is critical. While it will not necessarily be used on a daily basis, the service must continuously be available for use in times of need. Accordingly, the service must be distributed across multiple call centers utilizing different telephone and bandwidth providers within the United States to minimize the likelihood that an outage in any geographic area or affecting a single provider would affect service availability. Security measures must be deployed to ensure all possible safeguards are in place to protect data in storage at each of the locations. The service must be able to automatically route calls over the least congested networks to ensure rapid message delivery. The service must have redundancy or servers in different geographical locations.

BlackBerry AtHoc fully complies with this requirement. BlackBerry AtHoc US Cloud services are fully hosted on our US based Data Centers. BlackBerry AtHoc Cloud Services are configured with multiple logical nodes and multi-tier architecture to avoid single point of failure. In a catastrophic situation, the same configuration is maintained ("hot" and online) in a geographically separate data center in the same region. Data is replicated online to avoid data loss. Additionally, backup files are periodically copied across the protected sites within region, to support disaster recovery situations. The primary data center is hosted at a Microsoft Azure facility in Dallas, TX with a redundant failover data center in the greater Ashburn, VA area hosted by Equinix.

BlackBerry AtHoc utilizes multiple Remote Communications Centers (RCCs) hosted throughout the United States to ensure timely delivery of services to targeted contacts, yet it is designed with internal throttling

capabilities to avoid overloading local communications networks that have limited capacity. This configuration provides external, multi-redundant telephone, SMS and email communications to ensure that, during a crisis where communication to large groups of contacts and personnel accountability is critical, communications are successfully delivered to the entire alert population while not over-saturating important local carrier telephone exchanges.

Having multiple hosted options provides the system with a robust and scalable solution to meet the needs of our most demanding customers, including the US Department of Homeland Security (DHS), and all branches (100%) of the US Department of Defense (DOD).

The successful vendor must include unlimited inbound or outbound calls in their bid. In addition, the system database must allow for unlimited names/contact information to be included. The current estimated number of names/contact information is sixty (60) organizations and sixteen-thousand-five-hundred (16,500) users. These numbers will fluctuate depending on many variables, including scope and acuity of the incident, length of time the incidents plays out and other factors. Vendor will provide the agencies needs whether it be less or greater than the current estimates.

BlackBerry AtHoc fully meets this requirement. BlackBerry AtHoc is an enterprise-class, cross-platform mass notification solution built using common industry standards and protocols. BlackBerry AtHoc does not limit the number of notifications. As such, the system can provide localized as well as county-wide notifications. As an example, Contra Costa County, CA utilizes BlackBerry AtHoc as an ALL HAZARDS warning system to alert up to 1.1 million residents. The solution for Contra Costa County is connected to over 315,000 households, six refineries and chemical plants, PSAPs in several surrounding cities, California Highway Patrol, and others via telephone, email, SMS, Cable TV, social network, and IPAWS COG-to-COG communications. Also, BlackBerry AtHoc is recognized as the #1 provider of crisis communication solutions to the US Department of Defense and US Department of Homeland Security.

The successful vendor shall agree to work with the current vendor (Juvare) to ensure a timely, accurate, and complete transition of the project operations. The successful vendor selected must import existing data from the West Virginia Public Health Alert System (WVPHAlert), the incumbent emergency notification system (all call groups from each user location in counties and State) into the new system within thirty (30) calendar days of contract award effective start date. If the incumbent system is not available to export existing call group data from the state and LHDs, then the successful vendor must rebuild all the call groups from each of those agencies within thirty (30) calendar days of contract award effective start date. This would include personal interaction with staff from each of the agencies and any technical assistance needed.

BlackBery Acknowledges the requirement of collaborating with the current vendor. Data exported from the WVPHAlert system can be imported into BlackBerry AtHoc using CSV files or via API if supported by the incumbent system.

The successful bidder shall ensure the new system is fully operational within thirty (30) calendar days of contract award effective start date.

BlackBerry acknowledges this requirement. BlackBerry will meet with the customer to discuss the project timeline and responsibilities for both BlackBerry AtHoc and the customer to ensure a successful outcome.

The successful bidder shall cooperate with the agency and any subsequent vendor should the contract, which is the subject of this RFQ, be terminated, and to deliver any and all electronic files, documentation, and associated work products to the Agency within thirty (30) days of receipt of notice of contract termination. The format for exporting data from the terminated vendor's current system to the new successful bidders' system will be provided upon award.

In the event of termination of the service agreement by either party, customer data is available for up to 30 days in .csv and .PDF formats via a secure file transfer. Please see the BlackBerry SLA for additional details that may apply: https://www.blackberry.com/content/dam/blackberry-com/Documents/pdf/legal/license-agreements/BBSLA-effective-3-Sept-2019-EN.pdf

The successful bidder's service must provide for secure transmission of notification messages and report results back to the West Virginia State Center for Threat Preparedness or other designated facility. The service center must also have multiple points of communication from contact requests including, the internet (with or without a Virtual Private Network (VPN)), a dedicated dial-up line, and a private peering network).

BlackBerry AtHoc supports full closed-loop, real-time tracking and response option reporting for all live and previously published notifications in the system. As communications are published, Operators can monitor the alert dashboard for incoming responses from the targeted population. This gives valuable insight into which recipients are receiving the notifications successfully and how they are responding (e.g. response option selection and device modality), allowing Emergency Managers to make educated decisions when managing the direction of response to an event. Alert recipients can provide responses to alert notifications via email, phone call, SMS text messages, desktop notifications, mobile app, and via the self-service web portal.

Each of the following service functionalities are mandatory requirements of the successful bidder:
Must have the capability to send notifications rapidly via multiple communication mediums utilizing assigned roles; (Must be able to use both "land lines" and mobile phone, fax, instant messaging, and Simple Mail Transmission Protocol (SMTP) Short Message Service (SMS) messaging such as email, alphanumeric papers and other wireless devices.)

BlackBerry AtHoc fully meets this requirement. All recipients can be notified simultaneously through all targeted notification methods. Alert Publishers can select devices to target for each notification being sent. All targeted contacts will be notified simultaneously on all targeted by default, unless the operator specifies a contact order for telephony devices or enables optional escalation and fill count capabilities for the alert. The information is sent via multiple and redundant means, including:

1. **Desktop "pop-up"** – Secure delivery of audio-visual pop-up notifications to computer desktops connected to the network through BlackBerry AtHoc's Desktop Notifications client. Through our desktop client Operators can target and deliver audio/visual pop-up notifications that are fully customizable. These notifications can be displayed as full-screen, or as a small box appearing from any edge of the screen:
    o BlackBerry AtHoc's desktop notifications are intrusive: Notifications appear over all other open desktop applications without user intervention. The content of these notifications may include title, alert content text, URL (for additional information), audio, and mapping capabilities. The Desktop Notifier includes several notification templates out-of-the-box, and each can be customized by the Operator and saved or copied for use in other templates or

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notifications – including controlling the alert size (cover a portion of the screen or the entire screen), color, border, fonts, and appearance.
- o <u>Desktop Notifications are persistent</u>: The notification remains displayed until either the recipient responds, the template timeout has been reached (e.g. 30 seconds, 1 minute, 5 minutes), or the notification is ended or expires. For offline users, alerts are "stored" by the server and all notifications that are live in the system are displayed when the user's computer comes online.

2. **Telephony** – Delivery of voice telephony alerts to any land, VoIP, or mobile phone via on-site or hosted mass dialing services
3. **Text messaging** – Delivery of text messages (SMS) to mobile devices and pagers.
4. **Mobile App** – Rapid and scalable delivery of push notifications to mobile devices, response collection, file attachments and location tracking. BlackBerry AtHoc's Mobile App provides two-way communication capabilities to all persons relevant to their proximity to critical resource and dispatch facilities using BYOD or enterprise-managed smartphones and tablets on iOS and Android. This capability allows for closed loop sharing of actionable information, such as rich media exchange (pictures, voice, text, and video), between First Responders and Emergency Management personnel in times of crisis. By leveraging OS native push technology, the BlackBerry AtHoc Mobile App is not dependent on cellular voice infrastructure. When the carrier's telephony infrastructure may be critically overloaded, push notifications may continue to be delivered either over the cellular data network or local Wi-Fi. BlackBerry AtHoc's Mobile Notifier features include:
   - o Mobile Check-In or Check-out
   - o Mobile User tracking (user-controlled)
   - o Interruptive push notifications
   - o Emergency/Duress
   - o Field Reports
   - o Operator access to Quick Publish templates.
   - o Alert Notification File Attachments
5. **Secure Email** – Digitally PKI signed email delivery with attachments, multiple customizable response options that recipients can utilize to respond to the communication. Email templates are fully customizable and are mobile-friendly as well.

> Must be capable of delivering customized messages, both the content and the delivery mechanism, to each individual, and in the case of voice messages using a text-to-speech engine to dynamically create the messages.

BlackBerry AtHoc fully complies with this requirement. BlackBerry AtHoc's easy-to-use solution allows Operators to create and publish customized notifications by following a concise and easy workflow, composed of four simplified steps:
- **Content**: Title, Body, Informational Links, Placeholders and Response Options
- **Targeting:** Target users based on Organization Hierarchy, location, role, department or device
- **Devices:** Target personal devices such as cell phones, email, SMS Text, Mobile App, Mass Communications Devices, with customization options for each
- **Scheduling:** Schedule future and recurring notifications using intuitive, touch-friendly controls

These sections are intuitive and easy to use, allowing at-a-glance review during the notification creation process. Notifications can be configured and saved for later use and are easily edited on-the-fly when circumstances dictate. The system may be configured with a library of pre-configured alert templates that

include common emergency events such as weather alerts, evacuation alerts, threats, warnings, Personnel Recall notices, Accountability Drills and more.   Alerts can be sent in the following languages supported by our Text-to-Speech engine:

- Arabic
- Deutsch (Deutschland)
- English (UK)
- English (US)
- Español (España)
- Español (México)
- Français (Canada)
- Français (France)
- Italiano (Italia)
- Korean (Korea)
- Nederlands (Nederland)
- Portuguese (Portugal)
- Russian (Russia)
- Swedish (Sweden)
- Turkish (Turkey)
- Chinese (S)

Must have the ability to send the notification to one device and if there is no answer within a specified timeframe, as determined by the type of incident, send the notification to the next device listed in the user's profile. This includes being able to select which phone device the message is being sent to (i.e. cell phone vs. work phone vs. home phone). This process must continue until contact attempts for all listed devices defined in the user's profile are exhausted. The message initiator must have the ability to require the system to continue contact attempts until contact is successful.

BlackBerry AtHoc can use the Fill count and escalation features in an Alert message to send notifications to a list of users in a specified order, and escalate to the next recipient(s) after a defined period of time. However, device escalation per alert recipient preferences is not currently supported.

Must allow the user's profile to contain delivery device preference order based on at least two self-defined timeframes; (Example: Call pager first on Monday – Friday, 8:00 A.M. – 5:00 P.M. EST and home phone first at all other times. Call mobile phone second at all times.)

BlackBerry AtHoc can use the Fill count and escalation features in an Alert message to send notifications to a list of users in a specified order, and escalate to the next recipient(s) after a defined period of time. However, device escalation per alert recipient preferences is not currently supported.

Must be able to deliver notifications based on prioritization of individuals/roles (i.e. send to those in more authority first, then other users.)

BlackBerry AtHoc complies with this requirement. BlackBerry AtHoc can use the Fill count and escalation features in an Alert message to send notifications to a list of users in a specified order, and escalate to the next recipient(s) after a defined period of time.

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Must have the capacity to notify predefined groups and "on-the- fly" ad-hoc groups, not only by name, but by all fields (i.e. roles, agency worked for, geographic location, and political jurisdiction).

BlackBerry AtHoc fully meets this requirement. Alert Publishers can apply custom rules (a.k.a. Advanced Query within BlackBerry AtHoc) to alert notifications based on data fields (including custom fields) for contacts' information. When a contact's profile matches the conditions set as the rule criteria, the system will automatically add that contact to the list of targeted users for the notification being sent. Rule criteria can be based on attributes for Organizational Hierarchy, Geolocation, Role, Contact Device detail, and any other attribute available for user contact data, including custom attributes created by system operators and administrators.

Alert Publishers can also send notifications based on groups (Distribution Lists). BlackBerry AtHoc supports Static groups and Dynamic groups. Static groups are managed by Operators, while Dynamic groups will be managed automatically by the system based on group membership criteria set by Operators. BlackBerry AtHoc can also target individual contacts during alerts. Alert Publishers can search by username, Name, Last Name or other available data field to filter and select individual users from the contacts database. Once the individual contact selection is complete the user will be added to the targeted audience for the alert notification being sent.

Must have the capacity to notify 'subgroups' (i.e. group(s) within a group.)

BlackBerry AtHoc fully complies with this requirement. Operators can target users based on groups or subgroups, including nested distribution lists and Organization Hierarchy sub-directories.

Must have the capacity to select individuals even if they are not in a group or subgroup.

BlackBerry AtHoc complies with this requirement. Alert Publishers can apply custom rules (a.k.a. Advanced Query within BlackBerry AtHoc) to send alert notifications to users who are not part of a group or a subgroup, based on data fields (including custom fields) for the contacts' information. When a contact's profile matches the conditions set as the rule criteria, the system will automatically add that contact to the list of targeted users for the notification being sent. Rule criteria can be based on attributes for Organizational Hierarchy, Geolocation, Role, Contact Device detail, and any other attribute available for user contact data, including custom attributes created by system operators and administrators.

Must have capability of multiple administrators; three hundred fifty (350) at a minimum.

BlackBerry AtHoc supports this requirement. BlackBerry AtHoc supports multiple administrators for each county or as required. BlackBerry AtHoc does not limit the number of concurrent Administrators that can access the system and initiate alerts.

System must allow for agency control over the number and type of call groups, when necessary.

BlackBerry AtHoc complies with this requirement. Agency operators with appropriate roles will have access to manage distribution lists and alert templates for their agency.

Must initiate a broadcast directly from another application through an Application Program Interface (API) protocol solution (supplied by the successful vendor) so that contact data can be maintained in another system and broadcasts can be initiated directly from another application. This process should be provided through a web-services API using a standards-based SOA (service oriented architecture). In addition to initiating the broadcast, the API should also handle cancellation and status of the notification.

BlackBerry AtHoc complies with this requirement. Agency operators with appropriate roles will have access to manage distribution lists and alert templates for their agency.

Must allow for the activation of alerts via the Internet or telephone; security must be in place to only permit a notification request from specific, predefined phone numbers and systems user identification accounts. Additionally, a log of notification requests from any source, successful or not, must be maintained in the system (not through manual logging) and made available as an automated report.

BlackBerry AtHoc allows alerts to be activated via the web-based administration console, the BlackBerry AtHoc mobile app, and via API integration. However, activation of alerts via telephone is not supported currently. All operator actions are logged and the audit log is available to view directly from the web-based management console.

System must provide immediate receipt confirmation for each notification. Results of the notification and confirmation must be available through live, on-line inquiry and through historical reports.

BlackBerry AtHoc complies with this requirement. The BlackBerry AtHoc solution provides real-time status reporting of recipients/end users including alert acknowledgment, chosen response (if applicable), delivery date/time, device(s) used for delivery, device used to respond and any delivery errors.

All reporting is stored for future reference and reuse directly on the web-based management console.

For emergency notification, notification recipients must have the capability of replying to the call or calling back into the system (not to a person) and reporting their availability for emergency response. The system must be able to record their responses and include their availability in reports back to the sender. The service must be able to receive at least twenty-five (25) inbound calls per minute. The service must have no set number of outbound calls or messages to receive per minute.

BlackBerry AtHoc complies with this requirement. Blackberry AtHoc allows alert notification messages to be retrieved for the duration of the alert. Recipients can easily and quickly respond to notifications by selecting the corresponding number associated with the Operator's published response option (e.g. "1: I am ok.", "2: I need help"). This response capability is persistent, available across all personal delivery devices, including telephony-based message delivery (DTMF), SMS Text, Mobile App and PKI-secured email. Recipients can also be provided a call in number to retrieve the alert notification. This message retrieval can be protected by pin or password to allow only the authorized recipient(s) to retrieve the message. The BlackBerry AtHoc Telephony Notification Delivery System makes outbound voice phone notifications per the capacity ordered and provisioned to the subscriber.

> Must provide the capability to access reports via both the internet and fax. Reports must be available in real-time for emergency notification and within user-defined time periods for non- emergency notifications, allowing for ongoing status reports of those notified. Reports will include calling results and time of results, such as individual reached, message left, no-answer, number out-of-service, etc., and, for emergency notification, will include responder reported availability.

In our support of real-time delivery, receipt and response option tracking, BlackBerry AtHoc provides Operators with both aggregated overview summaries as well as detailed delivery information for each recipient. Reports can be generated from the web-based management console based on selection of user criteria or attributes assigned within the system, such as recipient job role, geographic area, work location or facility. Results on pre-defined or custom reports can be sorted by any user attribute contained in the report, such as Facility, professional role or any others deemed necessary by the Operator. Additionally, reports can be customized to show only user data from specific facilities or globally across the enterprise. However, reports cannot be accessed via fax.

> Must have capability for the sender to schedule notification to be sent at a later time and/or date.

The Blackberry solution is fully compliant. BlackBerry AtHoc allows Alert Publishers to schedule a notification to be sent at a future date and time as part of the alert creation flow.

> Must allow for multiple layers of authorization/authority. Multiple authorized users may be able to send a non-emergency notification via e-mail or fax, but only those with approved authority can send emergency notifications.

BlackBerry AHoc complies with this requirement. BlackBerry AtHoc supports a common framework of Administrator/Operator permissions management. This framework uses a role-based permissions definition, where every role is composed of object and allowed actions (view, create/modify, publish). An Operator or Administrator is associated with one or more roles. Numerous access controls are built into the product to limit data access as follows:

- **Granular permissions and access rights**, which can be configured for each individual operator to determine: who can view user contact data, who can modify/update user contact data. For example, an alert publisher may not be permitted to view user contact data but could be permitted to target alerts to users based on certain criteria.
- **User base permissions**, which can be configured for each individual operator to determine the audience for which they have access to, usually as a subset of the organizational hierarchy, or by user fields. For example, an operator in a department, working group or building may only have access to users within their specific user base.
- **Database access**, which is only accessible through the application itself, pertaining to the above permission configuration.

> Must be able to have multiple layers of administrator rights as to what access is given. (i.e. view, change, add, and notify rights determined by the State office).

BlackBerry AtHoc complies with this requirement. Available administrator roles allow unrestricted access (system-wide or from a VPS level) to all functionality, users, and reports. These robust permissions and roles capabilities ensure complete control over what each Operator can see and activate in their systems, as well as full control over all sensitive Personally identifiable information (PII) data. Once implemented, no BlackBerry AtHoc personnel will have access to the system or the PII data it contains unless granted by the customer's administrators.

BlackBerry AtHoc supports the following roles:
- Accountability Manager
- Accountability Officer
- Activity Log Manager
- Activity Log Viewer
- Advanced Alert Manager
- Alert Publisher
- Collaboration Manager
- Connect Agreement Manager
- Dist. Lists Manager
- Download Export File
- Draft Alert Creator
- End Users Manager
- Enterprise Admin
- Organization Admin
- Plan Incident Manager
- Plan Manager
- Report Manager
- SDK User
- System Admin

Numerous access controls are built into the product to limit data access as follows:
- **Granular permissions and access rights**, which can be configured for each individual operator to determine: who can view user contact data, who can modify/update user contact data. For example, an alert publisher may not be permitted to view user contact data but could be permitted to target alerts to users based on certain criteria.
- **User base permissions**, which can be configured for each individual operator to determine the audience for which they have access to, usually as a subset of the organizational hierarchy, or by user fields. For example, an operator in a department, working group or building may only have access to users within their specific user base.
- **Database access**, which is only accessible through the application itself, pertaining to the above permission configuration.

Must have the capability of producing reports identifying costs for use by notification event, individual sender, and/or organization.

Not Applicable. BlackBerry AtHoc's communications plan license is based on an annual subscription fee and includes all notifications.

Must have the ability to send multiple notifications at the same time to the same or different recipients.

BlackBerry AtHoc fully meets this requirement. Alert recipients can be targeted by multiple concurrent alerts. BlackBerry AtHoc does not limit the number of notifications that can be initiated at the same time to the same or different recipients.

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Must have the ability to provide login audit tracking.

BlackBerry AtHoc complies with this requirement. All application activities are logged at multiple levels, to provide a full audit of system activity for monitoring and troubleshooting. The auditing function complies with applicable federal regulations, and is hardened to prevent tampering with audit logs. Administrators can access the Operator Audit Trail log directly from the BlackBerry AtHoc web-based management console.

Must have the ability to maintain privacy of all contact information through access control where only administrators with appropriate rights can view or update recipient and contact information.

BlackBerry AtHoc complies with this requirement. Available administrator roles allow unrestricted access (system-wide or from a VPS level) to all functionality, users, and reports. These robust permissions and roles capabilities ensure complete control over what each Operator can see and activate in their systems, as well as full control over all sensitive Personally identifiable information (PII) data. Once implemented, no BlackBerry AtHoc personnel will have access to the system or the PII data it contains unless granted by the customer's administrators.

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- **Granular permissions and access rights**, which can be configured for each individual operator to determine: who can view user contact data, who can modify/update user contact data. For example, an alert publisher may not be permitted to view user contact data but could be permitted to target alerts to users based on certain criteria.
- **User base permissions**, which can be configured for each individual operator to determine the audience for which they have access to, usually as a subset of the organizational hierarchy, or by user fields. For example, an operator in a department, working group or building may only have access to users within their specific user base.
- **Database access**, which is only accessible through the application itself, pertaining to the above permission configuration.

Must have the ability to customize the telephone number display (caller identification (ID) for voice messages and the email addresses for text messages.

The Blackberry AtHoc solution complies with this requirement. BlackBerry AtHoc allows Administrators to customize the telephone number displayed (caller ID) for voice messages and the e-mail addresses.

Must have the ability to override call-blocking.

Not supported currently.

Must have the ability to leave a message when a voice-delivered message reaches an answering machine or voicemail.

BlackBerry AtHoc complies with this requirement out of the box. If a notification is sent to a telephony device with an automated answering service, the system will leave the message as a voicemail. Additionally, the operator can determine, for each notification, if the system should continue to contact the targeted user or if leaving the message as a voicemail should be considered as a delivered alert

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Support for the successful bidder's services must be available 24 hours a day, 7 days a week, 365 days a year, including holidays, (24/7/365) via telephone and the Internet.

BlackBerry AtHoc support is available 24/7/365 including holidays. Please see the BlackBerry AtHoc Software Assurance & BlackBerry AtHoc Technical Support Services Program Description Document for specific details on our available support services: https://www.blackberry.com/blackberrytraining/web/Brochures/AtHoc_Technical_Support_Services.pdf

Due to the emergency use of this system, routine maintenance, system upgrades or emergency repairs for system degradation or failure must be managed in as expeditious a process as possible. Routine maintenance and system upgrades must be done outside the hours of 6:00am – 6:00pm EST Monday through Friday (unless system maintenance can be completed in a phased approach without loss of system integrity). Agency must be notified in advance of routine maintenance and system upgrades. Emergency interventions must be initiated immediately (within one hour) upon discovery of a problem and every effort must be made to complete repairs or provide appropriate temporary system-wide solutions until permanent repairs can be completed, as quickly as possible with a minimum of system disruption/downtime. Problem resolution must be applied when the resolution/solution is found and not wait to be applied during a scheduled routine update.

Service uptime will be 99.95% for notification services, measured on a monthly basis, excluding commercially reasonable scheduled or planned downtime. Please see the BlackBerry AtHoc Software Assurance & BlackBerry AtHoc Technical Support Services Program Description Document for specific details about our support services, service levels, and response times. services: https://www.blackberry.com/blackberrytraining/web/Brochures/AtHoc_Technical_Support_Services.pdf

The successful bidder must include three (3) levels of training.

Initial training: The successful bidder must provide on-site training on the use of the bidder's service/system for up to three hundred fifty (350) administrators at a minimum. This training must be completed within thirty (30) calendar days of contract award effective start date. Training facilities with computers will be provided by the State in or near Charleston, WV. Training materials will become the property of the State to copy at will for additional users.

On Site Training will be provided at the customer's facilities in a "train the trainer" manner, training may be achieved by a certified BlackBerry AtHoc instructor on site directly with the customer.

- Train-the-trainer approach - is to send trainers from a facility/region to in-person training for Train-the-Trainer style instruction. This method can be done at BlackBerry AtHoc headquarters or at the customer's location. The trained instructors would be certified as trainers by BlackBerry AtHoc during the training and be responsible for delivering the training to personnel at their facilities.

BlackBerry AtHoc provides training for operators and administrators:

Operator Training - An operator is described as a role that performs publishing tasks. The Operator course participants gain hands-on experience and proficiency by creating and sending alerts, targeting groups and analyzing reports. Primary audience is the operator tasked with initiating alerts for their organization.

Administrator Training - A Functional Administrator is an operator with additional privileges and is responsible for maintaining system parameters and creating and managing operators. This role can also

create and manage alerts. We recommend each organization with trained operators have at least 1 administrator. The Administrator course participants will gain hands-on experience by creating end user accounts, creating and updating scenarios, creating/importing distribution lists. Primary audience is the individual(s) tasked with maintaining the integrity of the system for their organization. Student prerequisite is the successful completion of the Operator Computer Based Training Course. Each session is generally 4 hours in length but varies based on student computer literacy and questions.

Electronic copies of training materials will be provided, as will access to the BlackBerry AtHoc Customer Portal which contains Computer Based Training as well as a variety of operator and end user manuals, guides, checklists, and best practices. Our Training Team continually updates training plans and materials based on new releases and to incorporate feedback from our customers.

Update training: The successful bidder must provide training when updates or changes are made to the system, if those changes mandate new ways to operate the systems. This training can be provided via web training, CD, DVD, or other electronic media as approved by the Agency.

BlackBerry AtHoc provides multiple forms of training including on-site training, customized web-hosted training and computer-based training via the AtHoc University (available via the BlackBerry AtHoc customer portal). In addition the BlackBerry AtHoc training team hosts weekly "Ask the trainer" sessions where customers are welcome to ask questions of our training staff to obtain personalized responses. Updated training material will be available on the customer portal.

New User training. The successful bidder must provide a way for later added users to obtain Initial training, such as web training, CD, DVD, or other electronic media as approved by the Agency.

BlackBerry complies with this requirement. New users can access all training materials and videos directly from the BlackBerry AtHoc Customer Portal.

WVDHHR's Responsibilities To Contract:

The Center for Threat Preparedness will collaborate with the vendor and will serve as the point of contact. Additionally, they will:

Meet by the end of Week 1 of the first year of the contract with the vendor to develop project plan.

BlackBerry Acknowledges this requirement.

Provide vendor with contact person/address/phone number for each LHD and other agency that has call groups to be loaded into system (or built).

Acknowledged.

Provide location for training, with computers for use.

Acknowledged.

Meet quarterly with vendor to discuss project status, receive updates on technological or contract upgrades/revisions.

Acknowledged.

Provide drills/exercises to test system's performance.

Acknowledged.

Deliverables, Scope of Work and Timeframe:
YEAR 1

Deliverable 1: By the end of Week 1 of the first year of the contract: Vendor will meet with CTP to set up implementation strategy. This portion of the deliverable can be accomplished by in-person meeting, a telephone conference call, or "web ex" type presentation. Vendor will then meet with Notification System Workgroup (State developed) to initiate implementation process. An in-person meeting must be conducted in Charleston, WV with CTP staff.

BlackBerry acknowledges this requirement.

Deliverable 2: By end of Week 4 of the first year of the contract: Vendor will develop/implement State and Local Health components of Notification System. This will include development of capacity to push messages/information to State and Local Health-developed call groups as well as internal and overall message management capability. This also includes the provision of the vendor-supplied API Protocol, described under Section 4.1.9.11.

BlackBerry acknowledges this requirement.

Deliverable 3: By end of Week 4 of the first year of the contract: Vendor will complete data transfer (call groups) from incumbent system -OR- complete building and import of new State and LHD call groups into Notification System.

BlackBerry acknowledges this requirement.

Deliverable 4: By end of Week 4 of the first year of the contract: Vendor will develop initial user training curriculum/delivery mechanism and complete initial user training for State and LHDs as described above in this document in Section 4.1.12.

BlackBerry acknowledges this requirement.

Deliverable 5: By end of Week 4 of the first year of the contract: Vendor will complete "dry run" performance tests and correct any residual issues. This will be executed and evaluated on site in Charleston, WV. System will be initialized and placed in-service. Vendor presence will be required in Charleston, WV during the performance test and initiation of the system.

BlackBerry acknowledges this requirement.

Deliverable 6: Week 4 - through the end of contract: Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

BlackBerry AtHoc complies with this requirement. Our SLA is 99.95%. BlackBerry AtHoc US Cloud Services is configured with multiple logical nodes and multi-tier architecture to avoid having a single point of failure. In a catastrophic situation, the same configuration is maintained (HOT and online) in a

geographically separate data center. In a catastrophic situation, the same configuration is maintained (HOT and online) in a geographically separate data center.

> Deliverable 7: Week 4 – through the end of contract: Technical assistance will be performed as needed upon contact by State or Local staff at an estimated **15** hours of technical assistance per month.

BlackBerry AtHoc support is provided per the BlackBerry AtHoc Software Assurance & BlackBerry AtHoc Technical Support Services Program Description Document available
here: https://www.blackberry.com/blackberrytraining/web/Brochures/AtHoc_Technical_Support_Services.pdf

Optional Renewal YEAR 2

> Deliverable 1: By end of month 3 of the second year of the contract: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 4.1.12. Training to be provided via 2 "web ex" presentations or 1 reproducible DVD.

BlackBerry maintains updated training documentation and videos via Computer Based Training (CBT) module located on the Customer Portal.

> Deliverable 2: By end of month 3 of the second year of the contract: Vendor will complete new user training for State and LHDs as described above in this document in Section 4.1.12. Training to be provided via 2 "web ex" presentations or one reproducible DVD.

BlackBerry maintains updated training documentation and videos via the Computer Based Training (CBT) module located on the Customer Portal. Instructor-led training can be provided via "WebEx".

> Deliverable 3: Throughout contract period: Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

BlackBerry AtHoc complies with this requirement. Our SLA is 99.95%. BlackBerry AtHoc US Cloud Services is configured with multiple logical nodes and multi-tier architecture to avoid having a single point of failure. In a catastrophic situation, the same configuration is maintained (HOT and online) in a geographically separate data center.

We have implemented service checks, some of which run as often as every minute, to advise us of abnormal activities. All system tracking events are logged, and unusual incidents are flagged for review by a member of our operations team.

Additionally, BlackBerry AtHoc includes system health monitoring capabilities that allow customers to monitor and supervise the operational status of the following system components:
- BlackBerry AtHoc internal modules and processes
- Integrated systems and devices

This supervision and monitoring framework operates at system and Virtual System levels to provide the ability to do the following:
- Define scheduled monitors of different types to check various system operational conditions.
- Designate normal and abnormal operating conditions.

::: BlackBerry

- Define what actions to take when state transitions take place including proactive notification to system administration and operation teams.
- Provide access to every monitor associated with the system and display on the Home page in the system.

Deliverable 4: Throughout contract period: Technical assistance will be performed as needed upon contact by State or Local staff at an estimated **10** hours of technical assistance per month.

BlackBerry AtHoc support is provided per the BlackBerry AtHoc Software Assurance & BlackBerry AtHoc Technical Support Services Program Description Document available here: https://www.blackberry.com/blackberrytraining/web/Brochures/AtHoc_Technical_Support_Services.pdf

Optional Renewal YEAR 3

Deliverable 1: By end of month 3 of the third year of the contract: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 4.1.12. Training to be provided via 2 "web ex" presentations or 1 reproducible DVD.

BlackBerry maintains updated training documentation and videos via the Computer Based Training (CBT) module located on the Customer Portal. Instructor-led training can be provided via "WebEx".

Deliverable 2: By end of month 3 of the third year of the contract: Vendor will complete new user training for State and LHDs as described above in this document in Section 4.1.12. Training to be provided via 2 "web ex" presentations or one reproducible DVD.

BlackBerry maintains updated training documentation and videos via the Computer Based Training (CBT) module located on the Customer Portal. Instructor-led training can be provided via "WebEx".

Deliverable 3: Throughout contract period: Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

BlackBerry AtHoc complies with this requirement. Our SLA is 99.95%. BlackBerry AtHoc US Cloud Services is configured with multiple logical nodes and multi-tier architecture to avoid having a single point of failure. In a catastrophic situation, the same configuration is maintained (HOT and online) in a geographically separate data center. In a catastrophic situation, the same configuration is maintained (HOT and online) in a geographically separate data center.

We have implemented service checks, some of which run as often as every minute, to advise us of abnormal activities. All system tracking events are logged, and unusual incidents are flagged for review by a member of our operations team.

Additionally, BlackBerry AtHoc includes system health monitoring capabilities that allow customers to monitor and supervise the operational status of the following system components:
- BlackBerry AtHoc internal modules and processes
- Integrated systems and devices

BlackBerry

This supervision and monitoring framework operates at system and Virtual System levels to provide the ability to do the following:

- Define scheduled monitors of different types to check various system operational conditions.
- Designate normal and abnormal operating conditions.
- Define what actions to take when state transitions take place including proactive notification to system administration and operation teams.
- Provide access to every monitor associated with the system and display on the Home page in the system.

Deliverable 4: Throughout contract period: Technical assistance will be performed as needed upon contact by State or Local staff at an estimated **5** hours of technical assistance per month.

Technical assistance will be provided as specified on the BlackBerry AtHoc Software Assurance & BlackBerry AtHoc Technical Support Services Program Description document available here: https://www.blackberry.com/blackberrytraining/web/Brochures/AtHoc_Technical_Support_Services.pdf

Optional Renewal YEAR 4

Deliverable 1: By end of month 3 of the fourth year of the contract: Vendor will develop user update training curriculum/delivery mechanism for all users as described above in this document in Section 4.1.12. Training to be provided via 2 "web ex" presentations or 1 reproducible DVD.

BlackBerry maintains updated training documentation and videos via the Computer Based Training (CBT) module located on the Customer Portal.

BlackBerry maintains updated training documentation and videos via the Computer Based Training (CBT) module located on the Customer Portal. Instructor-led training can be provided via "WebEx".

Deliverable 2: By end of month 3 of the fourth year of the contract: Vendor will complete new user training for State and LHDs as described above in this document in Section 4.1.12. Training to be provided via 2 "web ex" presentations or one reproducible DVD.

BlackBerry maintains updated training documentation and videos via the Computer Based Training (CBT) module located on the Customer Portal. Instructor-led training can be provided via "WebEx".

Deliverable 3: Throughout contract period: Vendor will maintain system in "ready" state, constantly monitoring for any operational irregularity and be prepared to respond to ensure constant availability of system. Vendor will support its use during notifications or information exchanges and drills and provide system upgrades and maintenance as required.

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- Integrated systems and devices

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- Define what actions to take when state transitions take place including proactive notification to system administration and operation teams.
- Provide access to every monitor associated with the system and display on the Home page in the system.

Deliverable 4: Throughout contract period: Technical assistance will be performed as needed upon contact by State or Local staff at an estimated **5** hours of technical assistance per month.

Technical assistance will be provided as specified on the BlackBerry AtHoc Software Assurance & BlackBerry AtHoc Technical Support Services Program Description document available here: https://www.blackberry.com/blackberrytraining/web/Brochures/AtHoc_Technical_Support_Services.pdf

Vendor should provide with its bid a copy of any hardware or software licensing and/or support terms and conditions to which the State of West Virginia or the Agency must agree to or accept, either in writing or digitally, in order to order and receive the commodities or services offered as part of this Contract. Written terms will be required prior to the award of any contract resulting from this solicitation. Failure to provide additional terms and conditions may result in disqualification of the vendor's bid.

BlackBerry Acknowledges this requirement.

FACILITIES ACCESS

Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:

Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.

Based on the requirements listed in this RFP, there is no requirement for Carahsoft or Blackberry-AtHoc personnel to perform any on-site services. Should additional future requirements include integration with any on-premise security systems such as Digital Displays, PA Systems, Fire Alarms, Sirens, etc. that are connected to the AtHoc Emergency via an AtHoc IIM appliance, then any such personnel that may be required to be on-site, we will provide the specific information of those individuals who will need access.

Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.

Acknowledged

Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.

Acknowledged

Anyone performing under this Contract will be subject to Agency's security protocol and procedures.

Acknowledged

Vendor shall inform all staff of Agency's security protocol and procedures.

Acknowledged

CONTRACT MANAGER

During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Carahsoft will assign a Contract Manager and BlackBerry-AtHoc will also assign an AtHoc Product Specialist who will act the Account Relationship Manager.

Contract Manager: Elizabeth Harrison
Telephone Number: 703.581.6673
Fax Number: 703.871.8505
Email Address: Elizabeth.Harrison@carahsoft.com

IN SUMMARY

Carahsoft Technology Corporation and Blackberry appreciate the opportunity to offer this solution for the WV's initiative.

The Carahsoft Team has proposed a superior and cost-effective solution that fully complies with the WV's requirements set forth in Solicitation # CRFQ BPH2000000003. We understand the importance of your project goals, and we are confident you will benefit from this solution and our expertise.

Carahsoft looks forward to the opportunity to speak with you regarding the details of this proposal, as well as the opportunity to work with West Virginia Purchasing Division on this project.

BlackBerry Corporation
3001 Bishop Drive, Suite 400
San Ramon, CA, 94583 United States

Q-811599-20200421-1503
Channel Order
Reseller: Carahsoft Technology Corp
(secuSmart Reseller)

BlackBerry

John Kocak
Phone:
Fax:
E-mail: jkocak@blackberry.com

Date: 2020-Apr-21

Quote #: Q-811599
Legacy Quote #: N/A
Quote Status: Approved
Version #: 1
Payment Terms: Net 60 Days

Prepared For: Carahsoft Technology Corp - BB

Ship To: Customer Information		
Customer Number:	0008932679	
Ship To:	State of West Virginia	
Name:	Joshua Spence	
Address:	350 Capitol Street	Charleston WV
		US 25301
Email*:	joshua.d.spence@wv.gov	**Phone:** (304) 957-8107

Bill To: Customer Information		
Customer Number:	5000028804	
Bill To:	Carahsoft Technology Corp - BB	
Name:	Carahsoft BlackBerry Orders	
Address:	11493 Sunset Hills Road, Suite 100	Reston VA
		US 20190
Email:	blackberryorders@carahsoft.com	**Phone:** +1.703.871.8500

Customer Licensee Information	
Customer Number:	0008932679
Account Name:	State of West Virginia

* We will send all communication to this email address. Please verify this is the correct email address.

IT Support Contact: Joshua Spence

IT Support Contact E-mail: joshua.d.spence@wv.gov

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Annual-End User License Fees

SKU	Product Description	MSRP	Sales Price	Quantity	Term (months)	Sales Total
AT.UL.TAS.ST.CL.AP	AtHoc Alerts TAS Standard User License (Phone, SMS Text and Email) - Commercial Cloud Only - AtHoc - Premium Support	USD 0.50	USD 0.20	16,500	12	USD 39,600.00
AT.UL.APP.CL.AP	AtHoc Alerts Mobile App User License (Android / iOS Smart App Push Notifications) - Cloud - AtHoc - Premium Support	USD 0.33	USD 0.00	16,500	12	USD 0.00
				Annual-End User License Fees TOTAL:		USD 39,600.00

Annual-System License Fees

SKU	Product Description	MSRP	Sales Price	Quantity	Term (months)	Sales Total
AT.AC.CON.CL.AP	AtHoc Connect Subscription License - Cloud - AtHoc - Premium Support	USD 304.17	USD 121.29	1	12	USD 1,455.48
AT.CP.OPD	AtHoc Operational Data Plan (package)	USD 83.33	USD 83.33	3	12	USD 2,999.88
AT.AD.SUB.CL.AP	AtHoc AD Sync Annual License - Cloud - AtHoc - Premium Support	USD 333.33	USD 0.00	1	12	USD 0.00
				Annual-System License Fees TOTAL:		USD 4,455.36

One Time-Setup, Configuration and Training Fees

SKU	Product Description	MSRP	Sales Price	Quantity	Term (months)	Sales Total
AT.SR.JS.STP	AtHoc Jumpstart: Hosted Setup and Configuration Package	USD 7,450.00	USD 6,332.50	1		USD 6,332.50

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Channel Order
Reseller: Carahsoft Technology Corp
(secuSmart Reseller)

SKU	Product Description	MSRP	Sales Price	Quantity	Term (months)	Sales Total
AT.SR.PS.DAY	AtHoc Professional Services (per day)	USD 2,500.00	USD 2,125.00	1		USD 2,125.00
AT.SR.CNFG	AtHoc AD Sync Configuration	USD 2,750.00	USD 2,337.50	1		USD 2,337.50
AT.SR.OSTR.2DAY	AtHoc Custom On-Site Training- 2 Days	USD 8,650.00	USD 7,352.50	1		USD 7,352.50

One Time-Setup, Configuration and Training Fees TOTAL: USD 18,147.50

TOTAL: USD 62,202.86

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Q-811599-20200421-1503
Channel Order
Reseller: Carahsoft Technology Corp
(secuSmart Reseller)

CUSTOMER

Signature

_____

Name

_____

Title

_____

Date

_____

PO Number

_____

EU VAT Number/
Sales Tax Exemption*   _____
*If tax exempt please provide exemption certificate/number with PO submission

Please sign this completed Order form (with a Purchase Order if your Company requires one) to the BlackBerry representative
John Kocak