



July 21, 2022

To All Bidders:

Subject: **RFP No. 7832-W2, Software – 911 Emergency Alert System / WPS**

**ADDENDUM NO. 3**

To Whom It May Concern:

With reference to our bid request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

- **PROPOSAL DUE DATE HAS BEEN EXTENDED TO WEDNESDAY, AUGUST 3, 2022 10:00 AM**
- **AN ADDITIONAL ADDENDUM WILL BE POSTED AS SOON AS CLARIFICATIONS ARE AVAILABLE**
- **PLEASE SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM WPS IN RED:**
  - 1) Emergency Services
    - a) Given RFP is from town, we assume we have access and buy-in from their Emergency Services Department? **Ultimately, yes buy-in and access as needed, if specific access to department member or department itself, arrangements and meetings can be set up when requested.**
    - b) What software do they currently use to manage emergency services? **We currently use Pamet Computer-Aided Dispatch software and are in the process of moving to Centralsquare CAD, 18-24 month process. We also utilize CodeRED for emergency and non emergency community notifications and Smart911 within the community.**
    - c) Does it allow for custom development through API – **Pamet does not allow for custom development through API, but we believe Centralsquare does allow this.**
    - Does it have any built-in communications abilities (specifically Mobile App PUSH) – **None at this time**



- Can it allow for custom outbound API commands? Inbound? **Pamet cannot. Centralsquare might be able to but we do not have firm information on that at this time.**

2) Does the township (for Emergency Services) maintain any:

- a) Existing messaging gateways? **Currently using CodeRED for community notifications (Emergency and Non-Emergency)**
- b) Existing voice SBC environment? **No.**

3) Any thoughts on communication beyond the app? Omnichannel alerting? -SMS, -WhatsApp, -Voice, -Video **We currently accept voice and SMS emergency calls through our 9-1-1 system. Not currently looking to expand into other applications at this time, as we are building out new CAD and extensive training is required for this for the current staff.**

Bidders are requested to acknowledge and/or include this addendum with bid. All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro  
Purchasing Director