

Addendum No. 2 to BID 26-78



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Procurement and Contracting Services
JAKE WILSON
MAYOR

To: All Parties on Record with the City of Somerville as Holding BID 26-78
Emergency Management Online Platform

From:

Date: 6/8/2026

Re:

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Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

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#	Question	Answer
1	Does the City envision the Emergency Management Online Platform integrating with any other existing City technology solutions via API or other means?	Not at this time but perhaps in the future if there is a need identified.
2	Is the City able to provide any further detail regarding the limitations or lacking capacity of the current system?	The number of user accounts and concurrent incidents is not sufficient to meet our needs.
3	Would the City consider extending the submission deadline for this RFP to support vendors in submitting highly polished submissions? The one-week turnaround between question submission and proposal submission does not allow for much time to receive responses, adjust our proposal as needed, and ship the printed copies to the City.	This RFP has been extended already. If mailing time is an issue, you can submit your proposal online, instructions are listed in the RFP for this.
4	How many total users does the City envision to have registered in the system, regardless of actual usage? Of those users, how many will need to be administrators?	50 Concurrent Total Users, 100 users regardless of usage, and 2 Administrators.
5	How many users does the City estimate will require access to the system on a typical monthly basis during blue sky operations?	50 Concurrent Total Users, 100 users.
6	Does the City intend for users to have access to the system with no limitations on frequency of access or capabilities?	No, users would be activated for each incident.
7	Does the City plan to expand the current capabilities of the existing system or is the City looking for an entirely new system?	We are looking for a platform that meets all our needs which could include upgrading our current platform or replacing our current platform with a new one.
8	Can the City provide the name of the system that is currently being used?	No. Out of respect and confidentiality for the vendor we will not disclose.

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9	Please confirm that virtual training is acceptable and there are no plans for onsite training.	Yes.
10	Approximately how many admins and end users are expected to participate in training?	Just the two admins. We will train all other staff.
11	Does the City expect customized training materials, workflows, or operational scenarios specific to Somerville?	Yes, this would be a shared process between Emergency Management and Vendor.
12	Are there expectations for refresher training or onboarding support for future staff after go live?	Initial on boarding and platform set up. Access to guidance as needed.
13	Does the City currently operate an emergency management platform? If so, which product/vendor, and how long has it been in service?	Yes, for a year. Not disclosing.
14	The RFP cites a need for "increased capacity and functionality." Can the City identify which specific capabilities or capacity limits (concurrent users, incident volume, particular modules) the current platform does not meet?	Increased concurrent users and incidents.
15	Is the City's current vendor eligible to respond to this solicitation?	Yes, the current vendor is eligible to respond to this solicitation.
16	Will the City share the annual value of the current contract or the budget appropriated for this engagement?	The budget for this engagement is \$20,000.
17	Will data migration from the current system be required? If so, what data types, volume, and formats are involved, and is the incumbent expected to cooperate in export?	We will download it prior to contract end. Several formats available. Unknown volume but would work with new vendor.
18	Quality Requirement #3 lists a comprehensive capability set as a minimum standard, with a "No" subject to disqualification, while the Scope of Work states the City "will accept proposals that don't meet all the listed requirements." How will the City reconcile these? Specifically, will a proposal that meets the core incident-management requirements but delivers certain capabilities via integration or planned development be considered responsive to QR#3?	All proposals will be considered. Selection is based on criteria listed.

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19	The Reference Form requests three similar-sized municipalities providing "the same services," while QR#2 accepts a broader client set (municipal, county, state, regional, public-safety, emergency-management). Will the City accept references from state, federal, or international government and public-safety deployments where the proposed solution is in production, in lieu of similar-sized municipalities?	Any past experience that is applicable can be used.
20	For Factors 3 through 6, will native, out-of-the-box capability be scored more favorably than capability delivered through configuration, third-party integration, or planned development?	Not necessarily. We are looking for the best fit. We are willing to phase in if it means the best product.
21	Will the City accept a comprehensive solution delivered as an integrated suite of modules or products (with documented integration between them), or does the City require a single unified application? Is single sign-on across all components required?	Yes, however vendor would be responsible for integration.
22	Must the platform natively originate email, SMS, voice, and mobile-push notifications, or would integration with the City's existing mass-notification system satisfy this requirement? Does the City currently operate a separate mass-notification or community-alerting system?	Either email is fine. Yes, the city uses a separate platform for alerting.
23	Does the City require real-time GPS tracking of personnel and/or vehicles on the map, or live-updating shared situational map data (annotations, facilities, status)?	This is not a requirement but would be preferred.
24	Does the City require credential/qualification tracking and attendance records within the platform, or are exercise/training records and documentation sufficient?	Training records and any applicable certifications.
25	Does the City expect the platform to generate and scan barcodes, and to supply or support physical scanners and tags, or to record asset, maintenance, and usage data entered by staff? Are there existing asset-tag standards to interoperate with?	Generate bar codes yes, supply scanners no. We would enter the data. No existing.
26	Is Cost recovery tracking intended to support FEMA Public Assistance or mutual-aid reimbursement workflows, or general expense logging against an incident? What outputs are expected?	Yes. Method for location (GIS), images, and applicable information to be entered and exported to a report such as Excel.
27	Which reports, dashboards, or exports are considered essential at go-live versus desirable? Can the City share sample reports from the current system?	<ul style="list-style-type: none"> • Logs • Situational Awareness

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		<p>Reports</p> <ul style="list-style-type: none"> • ICS Forms • GIS Mapping • FEMA Lifelines <p>All could be phased during an implementation period</p>
28	With an estimated award of 06/17/2026 and commencement 07/01/2026, does the City expect the platform fully configured and all staff trained by 07/01, or is a phased implementation across FY27 acceptable? What are the must-have-at-launch capabilities?	Phased implementation is fine
29	Is there a page limit or required section structure for the non-price technical proposal?	No page limit, please see the RFP for section structure information.
30	Will the City require product demonstrations or oral presentations? If so, on what timeline relative to the 06/17?	No.
31	Pricing must remain firm for 90 days, and the Price Form shows three annual periods. Should pricing be submitted as an all-inclusive annual SaaS subscription (implementation and training amortized), or itemized separately for implementation, subscription, support, and training?	Please list them in an itemized fashion with the total being included as the all-inclusive cost.
32	Could you please clarify whether the intent of this RFP is to fully replace your current solution, or are you considering an upgrade to your existing system with added functionalities?	We are looking for a platform that meets all our needs which could include upgrading our current platform or replacing our current platform with a new one.
33	The schedule for this RFP is very short, especially for proposers who must mail their submission several days ahead of time. We would like to request a two-week extension to the proposal submission date for this project to assist proposers in providing the best possible response and to better align with industry standard schedules.	Already extended for one week. If mailing time is an issue, you can submit your proposal online, instructions are listed in the RFP for this.

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34	Please identify the City's current emergency management software platform/provider and clarify whether the current provider is eligible to submit a proposal under this solicitation.	No. Out of respect and confidentiality for the vendor we will not disclose. The vendor is eligible to submit a proposal under this solicitation.
35	When does the contract with the City's current software vendor end?	Its annual, and concludes at the end of June.
36	Will the City disclose the Purchase Order or Contract number of its current/previous software contract?	No. Out of respect and confidentiality for the vendor we will not disclose.
37	Did a consultant assist the City with requirement gathering and production of this RFP? If so, can you reveal the name of the consultant, and whether they are precluded from responding to this solicitation?	No, it was prepared by the Emergency Management Division.
38	What features or tools would your organization and its stakeholders like that are not available from the current emergency management online platform the City is using?	Expanded users and concurrent incidents.
39	Are there specific challenges or gaps with the current software that your organization is looking to address with a new system?	Expanded users and concurrent incidents.
40	What key workflows, forms, or processes will need to be migrated from the current vendor solution to the new software, or created new?	We would download them prior to contract end. There are multiple formats available.
41	The RFP Scope of Work lists "Forms" as a required feature. Will the City please provide further detail on what forms need to be included at project go-live?	<p>Basic Emergency Management Form, including:</p> <ul style="list-style-type: none"> • ICS Forms • After Action Form • Situational Awareness Report Forms • Incident/Event Operations Plan Forms • Continuity of

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		<p>Operations Forms</p> <ul style="list-style-type: none"> • Damage Assessment Forms • Shelter Forms • Community Life Lines <p>These could be built out during an implementation period.</p>
42	What processes are these forms enabling (for example community lifeline reporting, resource requests, situation updates, damage assessment, other data collection, etc.)	Yes, all of the above.
43	Who are the intended recipients of SMS messages, City staff and groups only, or is this inclusive of partners and/or the public?	City staff, state and federal partners.
44	How many phone calls and how many text messages does The City typically send from the emergency management online platform each year?	None this point. Yet to be seen during implementation.
45	Does the City anticipate the need for public-facing functionality, for example citizen-submitted damage reporting, public dashboards, public information portals, or other public facing platform components.	No.
46	Please provide additional detail regarding the anticipated scope of data migration, including estimated volume of records, the type of records (incidents, users, roles, groups, GIS datasets, etc.), and the format of records (.CSV, Excel, SQL database, ArcGIS feature services, etc.)	Excel and GIS JSON.
47	If this project is partially or wholly grant funded, will you disclose the name of the grant or contract vehicle?	Entirely grant funded.
48	Do you have a general budget that you would like to target for this project? Doing so will assist vendors in providing features and services that better fit your scope and expectations.	The budget for this engagement is \$20,000.
49	What is the City's current process for sending resource requests to the State and sharing critical information with the State? Is this facilitated through the current software, or is it a separate/manual process?	State Emergency Management WebEOC Platform.
50	What is the expected project start date?	July 1 st was the original timeline, but

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		with the deadline extension, July 8 th
51	What is the expected project completion date / system go-live?	As soon as practical after the expected start date.
52	Please clarify your expected implementation timeline following the contract award. Is a phased implementation approach acceptable (e.g., core system functionality install followed by integrations, training, or jurisdiction onboarding phases), or must all functionalities be available at Go-Live?	Phased implementation is fine.
53	Please indicate what business registrations are required for vendors to do business in your location or receive payments from your organization if awarded a contract. This will help proposers begin lengthy registrations processes as soon as possible.	Please see Page 19 of the RFP for items required.
54	What format do you prefer for training (virtual, onsite, etc.)?	Virtual.
55	How many users will the vendor be expected to train in each category: End-User Training, Administrator Training, Train-the-Trainer, etc.	Two as train the trainers.
56	If this is a cloud-hosted solution managed by the vendor, what are the City's expected service level agreements for uptime/availability, RTO, RPO, backups, and other IT requirements?	24/7 with understanding that things do happen.
57	Please identify your current identity management environment and preferred SSO technologies (e.g., Microsoft Entra ID/Azure AD, Active Directory Federation Services, Okta, or other providers).	Microsoft Entra is preferred.
58	Can vendors include additional content such as an appendix with diagrams/graphics to help illustrate our narrative responses? Will an appendix be included in the page count limitation (if applicable)?	Yes, vendors can include additional context. Page limit is not applicable.
59	Is your organization eligible to purchase products from GSA Multiple Award Schedule (Schedule 70)?	Yes, the City of Somerville is eligible to purchase products from the GSA Multiple Award Schedule to buy commercial IT, law enforcement, and security-related products and services from eligible categories. However, the City is currently pursuing a competitive RFP

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		process and hopes to award a contract to the most advantageous proposal submitted in response to this RFP.
60	Could The City please describe in further detail what it means by Exercise Planner? Is this a software feature that allows exercises to be created and run in the software, or does it refer to a service the proposer needs to provide?	Software feature that allows exercises to be created and run in the software.
61	Could The City please describe in further detail what it means by Qualifications? Is this a software feature that allows the city to track personnel qualifications in line with the Federal Government’s National Qualification System, or does it refer to training/exercise qualifications the proposer needs to provide?	Trainings or certifications.
62	The RFP Scope includes “Barcode Scanning” what vendor/product does the City currently use for barcode scanning	No this would just interface with the platform.
63	What functionality does the emergency management online platform need to support regarding barcodes: integration with an existing resource management product, generate new barcodes, scan existing barcodes, etc.?	Have an inventory system and bar code ability.
64	What barcode formats does the emergency management online platform need to support (e.g. Linear, 2D barcodes, QR codes, PDF 417, RFID, etc.)	Whatever the proposed platform uses.
65	The pricing Form included in the RFP only seems to allow for a total cost per year. If a proposer has optional additional features or different service packages such as bundles of minutes packages for phone/text message services, how should this be indicated?	Please list them in an itemized fashion with the total being included as the all-inclusive cost.
66	Can you provide clarification on the “mapping with live tracking” requirement? Does live tracking require live updates with data delivery, live movement visualizations, or something else?	Mapping ability in platform with ability to import mapping files.
67	Do you currently have an equipment tracking program and are you looking to ingest and integrate legacy data?	We don’t utilize that functionality yet so no.
68	Under Factor 6, what are your highest priority KPIs to track in analytics?	Situational Awareness and coordination.
69	Does our software need to scan a bar code, and do we need to provide a method for scanning a bar code?	No, just the functionality.

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70	Do we need to ingest and store legacy records?	Yes.
71	<p>Can you provide clarifications on the anticipated timeline, including:</p> <ul style="list-style-type: none"> ○ When will decisions be made for the contract award with the extension of submissions to June 17th? ○ What is the expected timeline for the recipient following the July 1st decision? Will there be additional benchmark deadlines? 	<p>With the extended deadline, we are hoping to award a vendor within 3 weeks of June 17th.</p> <p>Additional benchmark deadlines may be discussed with awarded vendor.</p>
72	Since we are local to Somerville, is an in-person delivery of the RFP materials an acceptable form of submission?	Yes, that is fine. If delivering in-person, please bring your package into the Procurement and Contracting Office in City Hall.
73	Is the City seeking a platform primarily for internal emergency management and operational coordination, or is public alerting and resident communications also within scope?	All except public alerting and resident communications.
74	The RFP notes that the City has used its current emergency management platform for approximately one year but has identified a need for additional capacity and functionality. Could the City provide additional detail regarding the gaps or challenges experienced with the current solution?	Additional concurrent users and incidents.
75	What are the primary use cases and operational objectives the City is looking to achieve with a new platform?	A virtual emergency management EOC style coordination and record keeping.
76	Is the City interested in consolidating systems currently used across other departments or agencies into a single platform?	Not at this time.
77	Under the Incident Management Platform requirements, can the City provide additional detail regarding the expected use of "mapping with live tracking"? For example, is this intended for personnel tracking, vehicle tracking, resource tracking, field team locations, GIS integration, or another use case?	GIS mapping functionality with ability to import mapping files.
78	Are there any existing systems that the City expects the selected	Just SSO.

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	platform to integrate with?	
79	Will the City consider a one-week extension to the proposal due date?	Already done.
80	If clarification responses result in material changes to vendor assumptions, would the City consider extending the proposal deadline to allow vendors adequate time to incorporate the additional information into their submissions?	Likely not, given that we have already issued an extension.
81	Regarding Historical Data Migration: The RFP states that the City has utilized its current emergency management platform for approximately one year. Does the City require the selected vendor to migrate historical data (e.g., past incident logs, existing personnel training compliance history, or current equipment inventories) into the new platform? If so, what file format (e.g., CSV or Microsoft SQL) will the legacy vendor provide to the awarded contractor?	That would be helpful but not a requirement of this RFP. We would ideally download the data prior to the end of the contract. It allows for multiple formats.
82	Regarding Equipment Bar Coding Integration: Section 2.0 requires "Equipment Bar Coding" capabilities. Is the City expecting the platform to utilize native device cameras via a mobile application to scan barcodes, or does the City require integration with an existing fleet of dedicated physical handheld barcode scanning hardware?	This is for equipment inventory. The bar codes would be whatever is needed for the selected platform.
83	Regarding Single Sign-On (SSO) and User Authentication: The platform requires a minimum of 50 concurrent users and at least 100 staff profiles. Does the City require integration with an identity provider (e.g., Azure AD, Okta, SAML 2.0) for single sign-on user provisioning and access management, or will users maintain separate credentials directly inside the secure platform?	Ideally the platform would have the ability to sign on with your city credentials. Any logistics would be worked out during implementation.
84	What integrations will be required and are there others that would be a potential in the future such as Contact Member lists with HRIS, GIS integrations or CAD integrations?	GIS Mapping as part of the platform.
85	Please confirm, do you prefer a cloud-hosted solution (SaaS), a traditional on-premises installed solution, or a hybrid cloud/on-prem solution?	Cloud Based.