

Addendum No. 1 to RFP 27-04



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
RFP 27-04 Mass Notification System

From: Thupten Chukhatsang

Date: 8/12/2026

Re: Questions and Answers

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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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Questions and Answers:

1. Can the City clarify whether proposers should provide a point-by-point response to each System Requirement and each Comparative Evaluation Criterion (Factors 1–10), or if proposers may organize their technical proposal in another format that sufficiently demonstrates compliance with the RFP requirements?

Answer: The proposer may organize their proposal in another format that sufficiently demonstrates compliance with the requirements.

2. Does the City require proposers to hold a specific purchasing or contract vehicle (e.g., GSA Schedule or other cooperative contract), or is eligibility limited solely to meeting the requirements of this RFP?

Answer: While you may disclose any cooperative contracts you are on, holding a cooperative contract is not a requirement of this RFP process.

3. Section 3.0 (Pricing) states that the City anticipates an annual fee that covers "unlimited use by the City" and that per-use cost plans will not be considered. Can the City confirm whether "unlimited use" applies to all required notification channels (including voice, SMS, email, and any other supported channels), or whether usage limits for individual communication modalities are acceptable?

Answer: The City anticipates high-volume use of the system and simply wishes to avoid pay-as-you-go types of contracts or contracts that have restrictions/limitations for how we use the system (i.e. features like geographic targeting, using certain delivery channels, reporting metrics, etc. should not be limited depending upon whether the message is emergency or routine).

Reasonable, high-volume usage limits for individual communication modalities during the contract period are acceptable. For reference, the City has just over 80,000 opt-in subscribers and typically records an average of around 450,000 SMS messages, 1.3 million voice minutes, and 1.1 million emails per year.

4. If a proposer includes monthly or annual message quotas for SMS, voice, email, or other notification channels with overage charges after those limits are exceeded, would such pricing be considered a per-use cost plan under Section 3.0?

Answer: No. Any overage charges will not be considered a per-use cost plan provided the primary pricing model is a fixed/flat subscription. The City prefers annual message quotas, should quotas be included.

5. Is the City's intent to procure a fully subscribed enterprise platform that allows unrestricted operational use throughout the contract term, or are vendors

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permitted to propose usage-based limitations for individual services while maintaining an annual subscription?

Answer: A fully subscribed enterprise platform is not necessary. If the vendor proposes additional optional features beyond an annual subscription for standard mass notification services, they may propose usage-based limitations for those individual services. The City understands that optional features or add-ons offered beyond standard mass notification may have usage-based limitations and/or additional charges.

6. When the RFP requires simultaneous delivery across multiple communication channels, does the City expect that all required notification channels be available without incremental usage charges during the contract term?

Answer: The City expects an initial flat rate subscription price for required communication channels (SMS, voice, email, TTY, and mobile app push) that will meet our needs without regular recurring charges beyond the flat rate. The City understands that certain channels may have quotas and potential usage fees after exceeding those quotas.

7. For evaluation purposes, will proposals that include overage charges or separate usage fees for required communication channels be evaluated differently than proposals offering unrestricted use under the annual subscription?

Answer: Provided the primary proposed pricing model is fixed/flat rate, then all proposals will be evaluated in the same way.