

MiCTA Emergency Notification Systems
Contract 101A-2007-03-1210
Blackboard Connect Program Offering

Fully Hosted Emergency Notification System, Unlimited Domestic Usage, with features including:

- On-Line Record Import
- Self Registration Web Portal
- LDAP Authentication
- Subscriber Opt-In / Out
- Unlimited Scenarios, Groups, Administrators, Users, etc.
- Web Administrators – Minimum of 5 Per MiCTA Member
- E-Mail / Paging (limited) / SMS Text Messaging
- Required ERP Interface (for CSV file)
- Unlimited System Administrators
- Toll-Free Telephone Activation
- Web Activation with Text-to-Speech
- Comprehensive Web Reporting
- Message Delivery Tracking
- Unlimited Live Operator Access

ENS Elective Options / Features Included in Base System:

- GIS Interface
- Community Outreach
- Subscriber Survey
- Web / Phone Check-In
- In-Bound Bulletin Board
- Call Authorization
- PIN Authentication
- User Rights and Roles
- Hierarchical Structure
- Message Personalization (Bendit! And FlexField)

ENS System Services:

- On-Site or Web based Administrator Training
- Documentation
- Hardware / Software Maintenance
- License Agreement
- System Set-Up with Secure, Encrypted URL
- Annual Help Desk Support, 24x7x365, 1 Year
- Web-Based Training Services / Day

Support Offering:

- Web-Based Training Services
- On-Site Training Services (no charge on an as needed basis)

Professional Services (on an as needed basis with rates that may apply):

- On-Site Services
- Daily Expenses
- Travel Expenses
- Professional Services , i.e. Programming

Requested Features Currently Not Available:

- Automatic Call Bridging / Load Balancing (elective based on needs with additional charges)
- 2-Way E-mail / Pager Response
- International Voice / Texting Services (available in late 2008 at an additional charge)