ADDENDUM #1

1. Is training 1 consolidated event? If not, how many trainings? Are they in-person training or can they be conducted virtually? We would like at least one user provided basic training on how to operate the system and follow-up training/orientation if needed. This can be conducted virtually.

2. Minimum service requirements state normal business hours, however, evenings and weekends establish a scope closer to 24/7 monitoring and actions. Can UNT confirm number of 24/7 peaks and valleys for the calendar and/or school year? Customer support during normal business hours is sufficient. The monitoring system should run 24/7 and be able to provide alerts 24/7.

3. Is the scope focused on 1-way communication or is the expectation to also push notices out via social media? Alerts from the monitoring system to the authorized users are required. Push notifications or broadcasts to the public are not required.

4. How many personnel need to be notified? How many entities/agencies? All personnel would be UNT employees. The number that would be notified isn’t set yet, but approximately 12 would be a rough idea.

5. How many users? If not an exact number, a range? All personnel receiving a notification could be a user, but not all would need to be, so up to approximately 12 as a rough idea.

6. How much weight will requirements 5.2.1 and 5.2.3 have in the decision toward selecting a Contractor? I believe you are asking about the vendor providing a product description/feature list and the company’s SLA. Reviewing the description/features and the SLA will have a significant bearing in the selection process.

-END-

ACKNOWLEDGEMENT: Please acknowledge receipt of this addendum by initialing the appropriate line on the Addenda Checklist, Section 4 of the RFP.