

City of Jonesboro
Invitation to Bid - Not an Order
P.O. Box 1845
300 South Church St. Room 421 (72401)

Purchasing Office
 Bid No. 2022:18

Jonesboro, Arkansas 72403
 Date April 7, 2022

Sealed bids, subject to the conditions on the reverse hereof, and as may be attached hereto, will be received at this office until 2:00pm Wed April 27, 2022 and then publicly opened, for furnishing the supplies, materials and/or services as described below and tabulated for presentation to the City Council on n/a.

F.O.B. 416 W Washington Ave
 Maximum Delivery or completion time after issuance of Purchase Order or work ordered by the City see below

By: **Steve A. Kent**
 Purchasing Agent
 (870) 932-0740

| Item # | Description | Quantity | Unit | Unit Price | Amount |
|--------|--|----------|------|---------------------|--------|
| | <p>SCOPE: The City of Jonesboro Regional 911 Emergency Communications Center is accepting bids to furnish the following Mass Emergency Notification System (ENS). The attached minimum specifications are considered necessary to perform the work required.</p> <p>Quoted price for 1 year shall be clearly marked under Unit Price -----</p> <p>Prices quoted shall include all taxes (invoice price)</p> <p>There are 7 (seven) pages to this bid. All pages must be returned to make a complete bid.</p> <p>The City of Jonesboro reserves the right to accept or reject, split any and or all or any part of any bids received.</p> <p>Bid number (2022:18) <u>must</u> be annotated on the outside of the bidder's envelope</p> <p>Bid <u>must</u> be signed below or bid will be rejected.</p> <p>Vendor should make sure that all requested materials are attached to this bid before submitting.</p> <p>Any addendums to this bid will be posted on the purchasing page of the City's web site no later than 1 week before opening. See page 2 for web address.</p> <p>Email address: <u>tiffany.menchaca@onsolve.com</u></p> <p>NOTE: To receive more bids like this when they become available, Vender's can sign up by going to the Jonesboro web site, click on Doing Business and sign up for bid notices.</p> <p>Bid opening will be in 1st Floor Conference Room if bidder is attending.</p> <p>COVID rules will apply</p> <p>Cash Discount <u>N/A</u> % _____ Days</p> | 1 yr | EA | \$ <u>10,250.00</u> | |

Execution of Bid

Date April 25, 2022

We, the undersigned, have read all the requirements set forth in this bid proposal including specification, instructions, conditions and pertinent information regarding the articles being bid on, and we agree to furnish articles at the prices stated.
 Arkansas Use Tax Register No. N/A Phone # (866) 939-0911

Bidder OnSolve, LLC Address 780 W. Granada Blvd.

By Leahy Thomas **controller** City Ormond Beach, FL 32174
(Person Authorized to Sign Bids) (Title)

DocuSigned by:
 Leahy Thomas
 21F5864C09749E

Unsigned Bids Will Be Rejected
Bids number MUST be annotated on Bidder's Envelope.
Bids are subject to rejection unless submitted on this form.
Notice to Bidders: See reverse side for instructions and conditions.

CITY OF JONESBORO, ARKANSAS

CONDITIONS OF BIDDING

COMPLIANCE WITH THE FOLLOWING CONDITIONS IS NECESSARY FOR CONSIDERATION OF THIS BID:

1. **SIGNATURE** - This bid must be signed with the firm name and by an authorized officer, employee, or agent.
2. **SALES OR USE TAX** - is not to be shown in the bid price (unless otherwise stated) but is to be added by the vendor to the invoice billing to the City. The City is not exempt from Arkansas State Sales & Use Tax. Although Use Tax is not included in this bid, vendors are to register and pay tax direct to the Arkansas State Revenue Department.
3. **FREIGHT & OTHER DELIVERY CHARGES** - to designated City facility in Jonesboro must be included in bid. Charges may not be added after the bid is opened.
4. **DISCOUNTS** - Show rate, total amount, and latest day any discounts will be allowed after receipt of article and invoice, otherwise City will deduct allowed discount when payment is made.
5. **FIRM PRICE** - All prices quoted will remain firm for at least 30 days from date of bid, unless otherwise specified by the City or bidder. Payment(s) will be made by a pre-numbered check as per Ar Code 14-59-105.
6. **IDENTICAL BIDS** - In the event of two or more identical low bids, the contract may be awarded arbitrarily or for any reason to any of such bidders or split in any proportion between the said two or more bidders at the discretion of City.
7. **LIQUIDATED DAMAGES** - Liquidated damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on this bid form and/or provided for by the plans and specifications.
8. **AMBIGUITY IN BID** - Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to the City.
9. **CONSTRUCTION** -
 - A. When noted, the Contractor is to supply the City with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas, Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor. In no way will the City be responsible in case of accident.
 - B. When noted, a Certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - C. A performance Bond equaling the total amount of any bid exceeding \$3,000.00 must be provided for any contract for the repair, alteration or erection of any public building, public structure or public improvement (pursuant to Ark. Stat. SS51-632.SS51-565 as amended.)
10. The City reserves the right to reject any and all bids, to accept in whole or in part, to waive any informalities in bids received, to accept bids on materials or equipment with variations from specifications in those cases where efficiency of operation will not be impaired, and unless otherwise specified by the bidder, to accept any item in the bid. If unit prices and extensions thereof do not coincide, the City may accept the bid for the lesser amount whether reflected by the extension or by the correct multiple of the unit price.
11. **Minority Business Policy** - It is the policy of the City of Jonesboro that minority business enterprises shall have the maximum opportunity to participate in the city purchasing process. Therefore, the City of Jonesboro encourages all minority businesses to compete for, win and receive contracts for goods, services, and construction. The city also encourages all companies to subcontract portions of any city contract to minority business enterprises.

INSTRUCTIONS TO BIDDERS

(PLEASE READ CAREFULLY)

1. Submit bid on bid form on reverse side of this sheet. NO Facsimiles will be accepted.
2. Address all bids to: Purchasing Agent, P.O. Box 1845, Jonesboro, Arkansas 72403-1845 and make certain to indicate identifying bid number on the outside of bidder's envelope.
3. DO NOT include Federal Excise Tax in bid. City will furnish exemption certificate.
4. State Manufacturer, Brand Name, Model, etc for each item bid on.
5. Samples of items, when required, must be furnished free, and, if not called for within 30 days from date of bid opening, will be disposed of by City
6. Bids received after stated time will not be considered.
7. Be sure and read all conditions and verify amounts before submitting bids. No changes or additions will be allowed after submission.
8. Guarantees and warranties should be attached as a part of the bid as they may be a consideration in awarding a contract.
9. Delivery or contract completion time is to be shown, as this date may, where time is of the essence, determine the contract award.
10. Additional information may be obtained from the Purchasing Office.
11. Bidders shall be aware of Davis-Bacon wage rates and Buy America regulations if applicable.

THE CITY RESERVES THE RIGHT TO ACCEPT PART OR ALL OF ANY SPECIFIC BID OR BIDS AND TO ACCEPT ANY BID WITH OR WITHOUT TRADE-IN. THE CITY FURTHER RESERVES THE RIGHT TO REJECT ALL BIDS, OR PART OR ALL OF ANY SPECIFIC BID OR BIDS.

Click on Business at - www.jonesboro.org for any additional information.

Mass/Emergency Notification System ("ENS")

SCOPE:

The City of Jonesboro Regional 911 Emergency Communications Center is accepting bids for the following Mass/Emergency Notification System (ENS). The following minimum specifications are considered necessary to perform the work required. Bidder shall meet or exceed these specifications. All published literature must clearly show that the products being offered are in compliance with these specifications.

The City of Jonesboro Regional 911 Emergency Communications Center reserves the right to waive minor variance(s) if in the opinion of the Jonesboro Regional 911 Emergency Communications Center the basic bid meets the general intent of these specifications.

FUNCTIONAL REQUIREMENTS:

- The Emergency Notification System will be operated 24 hours a day, 7 days a week and provide the ability to generate high-speed notifications to targeted groups of citizens, agencies, departments, staff and other people using a web-based user interface, as well as other methods. The goal of this project is to establish a system that quickly and reliably notifies citizens, agencies, departments, staff and others of emergencies, community activities, and weather-related events.
- These notifications shall be available to all of the targeted groups of citizens, agencies, departments, staff and others in the City of Jonesboro, Arkansas, the unincorporated areas of Craighead County, Arkansas and all other incorporated cities and towns in Craighead County, Arkansas. (Population 114,880 per 2022 Census)

EVALUATION CRITERIA:

The Jonesboro Regional 911 Emergency Communication Center may request additional information as it deems necessary to assist in the evaluation of any response and to establish to the satisfaction of the Jonesboro Regional 911 Emergency Communications Center the qualifications of any respondent.

Vendor will be evaluated based on the following criteria:

- Experience/Performance
 - Vendor will provide a minimum of three (3) references of similar size and scope of project as described in this Invitation to Bid.
 - Vendor will provide a profile of Vendor's ENS services, specifically, including the number of years offered, types of customers served, unique qualifications and other pertinent information.
 - Review of past performance on services of a similar nature and complexity as the proposed project.
- Approach

- Evaluation of the Vendor's overall understanding of the scope of the proposed project; completeness, adequacy and responsiveness to the required information in this Invitation to Bid.
- Cost
 - Evaluation of the overall cost of the services as submitted by the Vendor.
 - Vendor will provide a breakdown of included features and any costs or fees associated with each included feature or fees for additional features, or aspects of the project (e.g., implementation, training, client support, data maintenance, etc.)

NOTIFICATION MEDIA AND TECHNOLOGY

- Methods of Notification – Must support all of the following:
 - Pre-recorded audio messages delivered via telephone (landline & mobile)
 - TDD/TTY messages for deaf/hearing impaired citizens
 - SMS/Text messages
 - Email
 - Facebook
 - Twitter
 - RSS Feeds
 - Mobile/Smartphone app for citizens' use to receive messages
 - Mobile/Smartphone app for agency's use to author and send messages
 - Browser Alerts
 - IPAWS/Wireless Emergency Alerts
 - IPAWS/EAS
 - CAP-compliant third-party systems
 - Alexa/Smart Speakers
 - Application Programming Interface (API)
- Multimedia Messaging – Proposed system must allow users to send messages that enable recipients to view and/or download images and other media content as follows:
 - Voice/Phone Messages
 - TDD/TTY
 - SMS/Text messages
 - Email
 - Facebook
 - Twitter
 - RSS Feeds
 - Mobile/Smartphone app
 - Desktop Notification app
 - IPAWS
- Media Formats – Proposed system will use the following media formats to support multi-media messaging:
 - Image Files (JPEG, PNG, etc.)
 - Maps
 - Audio Files
 - PDF

- Delivery Options – Proposed system should support the following delivery options:
 - Recorded Audio
 - “Text-to-Speech” Technology
 - Automated Translation of Spanish
 - Prevent recipients from hanging up on a “robo call”
 - Leave messages on a voicemail or answering machine
 - Employ automated re-dial capabilities to busy telephones
 - Automatically repeat message
 - Provide “2-way messaging” from call recipient
 - Provide automatic transfer to a conference call
 - Provide unlimited text message, emails and accounts for Facebook & Twitter

- IPAWS/WEA
 - System must be approved as an originating software system with FEMA

- Source ID – The proposed system should identify the message originator for each of the following types of message delivery:
 - Telephone messages
 - Email messages
 - SMS/Text messages

SELECTING RECIPIENTS TO CALL

The proposed system should allow users to select citizens as message recipients easily and quickly using a map interface as well as other methods of geographic selection. Staff and other lists of personnel should be selectable by lists that identify function and other important attributes.

- Geographic Selection Capabilities
 - Provide map interface support via drawing a polygon on the map
 - Provide map interface support via choosing a point and radius from that point to select a circular area on the map
 - Identify a point by typing in landmark names
 - Allow selection of street segments, including the ability to select a specific side of a block or street segment
 - Allow selection by ZIP code
 - Allow selection based on town or city names
 - Allow selection of all contacts with a single click
 - Allow for user errors in spelling
 - Allows storing geographic selections for future use
 - System should display satellite images on maps
 - System should display landmarks and other important geographic features

- Staff and Other Personnel Contacts
 - Proposed system should enable users to create, save, store, edit and re-use contact lists of staff and other groups of people to be notified
 - Allow an unlimited number of lists
 - Allow ability to import lists from other systems or files
 - Accept data imported lists automatically
 - Automatically include specific contacts to receive all messages sent
- Message Delivery Control – The proposed system should allow users to create and store message templates for future use.
 - Allow the creation of recurring scheduled messages
 - Allow the saving of messages prior to sending
 - Support the ability to stop a message delivery while in process
- Automated Weather Alerts – The system should support automated weather/all hazard alerts based on data from the National Weather Service.
 - The system should use shapes/polygons provided by the National Weather Service to identify the area subject to a warning
- Training/Ease of Use
 - Vendor to provide training to all dispatchers on how to use all features of the Mass/Emergency Notification System
- Database Creation, Geo-Coding and Support
 - The proposed system must provide lists of citizens and businesses with their address and telephone numbers as well as import other available lists of citizens and businesses to maximize the number of people who can be reached in an emergency.
- Community Sign-Up
 - The system should provide a Web-based enrollment process to enable citizens to sign up for emergency alerts
 - User information should be password-protected
 - Citizens should be able to edit/update their information
 - Opt out: The system should have a method to allow citizens to opt out phone numbers, email addresses, and SMS numbers that should not receive messages
- System Characteristics
 - Proposed system should be web-based and browser supported
 - Users should be able to send a message using a standard telephone or mobile phone
 - Users should be able to send a message using an app on a smartphone or other mobile device
 - Central administrator should be able to establish other users
 - Central administrator should be able to assign different permission levels
 - Proposed system should feature high reliability and redundancy with no single point of failure
 - System is to be available 24x7x365

- Proposed system should be enrolled in the FEMA/FCC Telecommunications Service Priority program

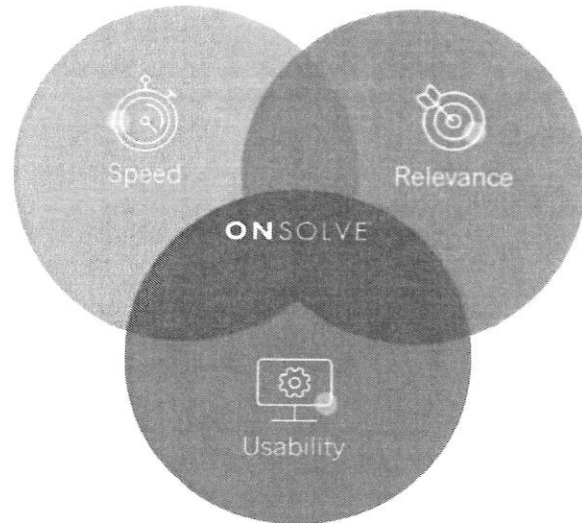
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Executive Summary

The City of Jonesboro (the City) Regional 9-1-1 Emergency Communications Center needs a mass/emergency notification system to notify your citizens, agencies, departments, staff and others quickly and reliably. Our platform is delivered as a cloud-based Software-as-a-Solution (SaaS) solution and fully hosted by OnSolve's powerful, secure infrastructure with no hardware or software required. We offer 24/7/365 availability an uptime of 99.99%.

OnSolve implemented its critical communications platform in 1998 giving organizations, like the City, the ability to deliver mass notifications to recipients reliably and efficiently. OnSolve was originally established under the direction of some of top emergency management professionals in the United States after devastating wildfires in our home state of Florida showed a need to provide vital information to the public quickly. Based on their expertise in managing critical events, our innovative solution provides customers a mass notification platform that delivers immediate and reliable communication globally at a very competitive price. In 2020, we began serving risk intelligence via Artificial Intelligence to our customers in response to the ever-changing global environment.



Organizations today are faced with an unprecedented number of human-made events and natural disasters that pose a significant risk to both public safety and your employees. When these events occur, organizations use OnSolve's CodeRED to alert and inform residents by getting information out quickly and accurately. For more than 20 years, OnSolve has offered cloud-based Software as a Service (SaaS) solutions to enable customers to communicate time-sensitive, personalized messages via voice, email, text, and our proprietary CodeRED app, as well as social media.

Critical Communications Alerting

CodeRED offers multi-modal alerting by landline phone, mobile phone, satellite phone, email, SMS text, pager, TTY/TDD, fax, social media, and our proprietary mobile application. We can transmit hundreds of thousands of the City's messages to all modalities for the fastest possible delivery, allowing recipients to receive notifications in the same priority regardless of device type. The City can use our polling feature to elicit responses from recipients that can include up to five response options. No matter the type of alerts the City's users can instantly review the status of each alert within a robust dashboard that will display both graphic and detailed analytics. This detailed statistical data makes it simple to understand which recipients have been reached and what actions should be taken next. Analytical data creates a summary report for after action analysis.

As a SaaS platform with a 99.99% uptime, the City will have 24/7/365 alerting capabilities to reach your workforce across multiple locations in different time zones. Your users can trigger alerts using the web-based user interface or our mobile application for more flexibility and convenience.

Automated Weather Warning

The City wants to ensure weather-related notifications reach its citizens in a timely fashion. Your citizens can opt-in or subscribe to CodeRED Weather Warning® in the City's registration web portal. CodeRED delivers a direct feed from the National Weather Service (NWS) to define a storm's location, where it is heading and speed.

Unlike other vendors, our platform is based upon the polygon from the NWS, instead of relying on zip code, City name, or other parameters that can be too large to be effective or become so noisy that the public disregards the alerts. CodeRED Weather Warning® geographically targets alerts only to those recipients who would be affected, ensuring all weather notifications are delivered only to relevant individuals, effectively reducing false alarms.

All warnings are generated through proprietary computer algorithms, so calls launch just moments after a bulletin is issued by the NWS with no administrator action required by City employees. This sophisticated feature of CodeRED relieves pressure from internal resources while giving affected staff the extra time to prepare for severe weather.

FEMA Approved IPAWS Origination Tool

OnSolve provides a fully compliant IPAWS origination tool operational in all five IPAWS messaging methods, including WEA, EAS, NWEM, Collaborative Operating Group (COG) to COG and the Public Alerts Feed. The tool is seamlessly integrated within the system interface and provides Single Sign-On (SSO) capability. Your users do not need to log in to a different program or interface, saving time and potentially lives.

OnSolve works in coordination with FEMA, and we can not only provide the LIVE IPAWS environment but can also offer the IPAWS Test Lab practice and training environment. This unique functionality allows the City's users the ability to simulate real-life alerts to obtain a level of confidence and readiness when real-life critical incidents occur, as well as complete FEMA's monthly testing requirement. Our simple interface allows the City users to clearly determine if they are connected to for IPAWS alerting or if they are LIVE or in the IPAWS Lab environment.

Training for your users is included in the implementation process to ensure they are comfortable with the IPAWS tool. We also offer monthly IPAWS Webinars for any customers that often include FEMA representatives to train prospective users, field questions, and present a live test in action.

Our CodeRED IPAWS Origination Tool is the selected vendor for over half of the approved alerting authorities, including FEMA, the National Center for Missing and Exploited Children (NCMEC), A Child is Missing (ACIM), as well as twenty-three (23) statewide alerting authorities.

Finally, the City needs a partner in the CEM industry that is dedicated to your success and the safety of your public. We pride ourselves on employing account executives and managers who truly understand each customer and their specific needs. OnSolve will work in partnership with the City to offer a seamless transition for your users. OnSolve is proud of our accomplishments and recognition in the CEM industry. More than 30% of our customers are in the government sector demonstrating the trustworthiness and value of our platforms.

Background & Experience

OnSolve is changing the Critical Event Management landscape and helping more people today than when we launched as a small start-up critical emergency notifications provider in 1998. Our platforms send more than 1 billion notifications annually, and more than 3,500 missing persons have been found with the assistance of our alerts. We are now the largest provider of mass notification solutions throughout the United States and Canada, and we are growing our global footprint every year, delivering alerts to more than 170 countries.

Strong Leadership to Drive Success

OnSolve's organizational structure consists of a team of dedicated people striving to provide the best life-changing, lifesaving solution available to our customers. With our in-house team of developers, OnSolve continues to be the largest and most experienced managed services provider in the mass notification industry, delivering tomorrow's innovative technology, outstanding customer support, and assisting our customers with reaching stakeholders in times of critical need. Our dedicated team of professionals is located throughout the world, with our Executive Leadership Team located in Atlanta.

Continuous Growth to Serve Our Customers

Our track record of growth is evidence of our financial strength to support the management of the City's solution. Highlights of our history that have made OnSolve uniquely positioned to address the needs of customers today and tomorrow include:

- 1998: OnSolve implemented our critical emergency notification system giving organizations the ability to deliver mass notifications.
- 2015: OnSolve, formerly known as Emergency Communications Network (ECN), was purchased by Veritas Capital, a leading, multi-billion-dollar private equity firm that invests in technology companies providing critical solutions to government and commercial customers worldwide.
- 2016: As part of our sustained focus to leverage state-of-the-art technology to drive enhanced market solutions, OnSolve acquired MIR3 Inc., a global provider of mass notifications to more than 80 of the Fortune 100 companies.
- 2017: OnSolve acquired Send Word Now, another global leader in enterprise notifications solutions.
- 2020: OnSolve acquired Stabilitas, a leading global risk intelligence provider.

Regardless of a customer's size or mission, OnSolve offers tailored solutions with features that set our customers above the rest. We serve all levels of government, utilities, manufacturing, healthcare, retail, and many other industries. We respect our customers confidentiality and are providing the following details that reflect just a few of our diverse and trusted customer partnerships.

We are the vendor of choice for many state and local governments and federal agencies, including 22 statewide systems, ACIM, NCMC, FEMA and the National Center for Missing and Exploited Children.

Software & Application Capabilities:

The OnSolve platform is built on a high-availability, fully redundant infrastructure. We have eight data centers in four countries on two continents, with all centers certified as top tier SSAE 16 data centers. All data centers are 'hot': ready to assume the role of primary provider. This allows OnSolve to maintain an uptime guarantee of 99.99% and provides 24/7/365 expert technical support should the City require assistance with the platform or in sending a notification.

| Security Policies Based | Data Centers | Vulnerability & Threat Management |
|-----------------------------------|---|---|
| ISO 27001:2013 security standards | Active-active data center connections for seamless failover capabilities – 100% up-time | Infrastructure scanning |
| ISO 27018:2014 privacy standards | Geographically dispersed throughout United States | Application dynamic and static scanning |
| NIST 800-53 | World class data centers audited to AICPA's SOC 2 Type 2 standard | Third-party penetration testing |
| Privacy Laws (GDPR, CCPA) | | |

The platform workflow is designed to be intuitive and streamlined for all users via both an online portal and native mobile apps available for both iOS and Android devices. The user interface is designed to provide a more modern, streamlined experience without cognitive overload and confusion that reduce the speed at which time-sensitive alerts are sent. We have a vast variety of people who use our system – from human resource managers to hourly contract security analysts to former military and intelligence officers – and we make "usability" one of our key differentiators.

The City's users can quickly and easily have visibility into your system with a dashboard that includes both a map view and a graphic view of recent account activity. Additionally, the UI provides easy navigation to all aspects of the system, including Alerts and Scenarios, Contacts, Schedules, Reports, Incident Management and such administrative areas as Configuration and Support. Each area is also set up with intuitive drop-down selection menus and one-click options so all for rapid alert creation, delivery, and reporting during any crisis when seconds matter.

Mass/Emergency Notification System (“ENS”)

SCOPE:

The City of Jonesboro Regional 911 Emergency Communications Center is accepting bids for the following Mass/Emergency Notification System (ENS). The following minimum specifications are considered necessary to perform the work required. Bidder shall meet or exceed these specifications. All published literature must clearly show that the products being offered are in compliance with these specifications.

The City of Jonesboro Regional 911 Emergency Communications Center reserves the right to waive minor variance(s) if in the opinion of the Jonesboro Regional 911 Emergency Communications Center the basic bid meets the general intent of these specifications.

FUNCTIONAL REQUIREMENTS:

- The Emergency Notification System will be operated 24 hours a day, 7 days a week and provide the ability to generate high-speed notifications to targeted groups of citizens, agencies, departments, staff and other people using a web-based user interface, as well as other methods. The goal of this project is to establish a system that quickly and reliably notifies citizens, agencies, departments, staff and others of emergencies, community activities, and weather-related events.

CodeRED is a fully hosted, cloud-based, Software as a Service (SaaS) model, and no additional hardware or software is required or needed. Because of the SaaS platform, all components of the system are accessed through a simple user interface using any standard computer or wireless devices with an internet connection using standard browsers, and no reliance on the City's infrastructure or storage. We offer 99.99% uptime.

We also offer the CodeRED Mobile Launcher app as an additional method for authorized users to launch notifications when not near a desktop or laptop. This is especially helpful for first responders who can be on the scene of an incident and need to launch a notification when an emergency arises. The CodeRED Mobile Launcher App is a free download and available for Android and iOS devices.

- These notifications shall be available to all of the targeted groups of citizens, agencies, departments, staff and others in the City of Jonesboro,

Arkansas, the unincorporated areas of Craighead County, Arkansas and all other incorporated cities and towns in Craighead County, Arkansas. (Population 114,880 per 2022 Census)

CodeRED provides the ability to create and save for a variety of boundaries to geographically target recipients, including city or county limits. Additionally, we offer the ability to upload shapefiles to meet your needs, such as unincorporated areas, flood zones and others.

EVALUATION CRITERIA:

The Jonesboro Regional 911 Emergency Communication Center may request additional information as it deems necessary to assist in the evaluation of any response and to establish to the satisfaction of the Jonesboro Regional 911 Emergency Communications Center the qualifications of any respondent.

Vendor will be evaluated based on the following criteria:

- Experience/Performance
 - Vendor will provide a minimum of three (3) references of similar size and scope of project as described in this Invitation to Bid.

OnSolve is pleased to provide the following references.

| Customer | Contact |
|-------------------------|---|
| City of Hot Springs, AR | Rachel Keeling, Stormwater Coordinator P: 501-321-6743 E: rkeeling@cityhs.net |
| Izard County, AR | Gary Dickerson, OEM Director P: 870-368-4113 oemdirector@izardcountyar.org |
| Anderson County, KS | JD Mersman, Director of Emergency Management P: 785-448-6797 E: imersman@andersoncountyks.org |

- Vendor will provide a profile of Vendor's ENS services, specifically, including the number of years offered, types of customers served, unique qualifications and other pertinent information.

With over two billion notifications sent annually and nearly 25 years of experience, OnSolve delivers CEM solutions backed by unmatched industry expertise, giving our customers the ability to proactively keep

everyone informed, instill confidence, foster teamwork, mitigate disruptions, improve operational outcomes, protect assets, and save lives. Our breadth and depth of experience with business continuity, disaster recovery, emergency management, the armed forces and public safety makes us the proven industry leader in critical communication and mass notification. Using historical data and planning we have the knowledge and ability to maintain the capacity to meet the needs of our customers in the most critical of situations.

OnSolve successfully delivers large scale notification campaigns for large customers under real life emergency situations. As an example, during Hurricanes Harvey and Irma in 2017, more than 51 million alerts were sent by OnSolve. In 2018, OnSolve disseminated 17.9 million total alerts during Hurricane Michael. Most recently, during the first four months of the Covid-19 pandemic crisis in the US, we sent 108.05 million alerts without any downtime.

CodeRED is an innovative solution for your project, based on our technical competency as well as our multi-year historical success with federal, state and local government agencies of all types of sizes throughout our 24-year history. Over 30% of our customers are within the government sector. OnSolve routinely works with government agencies at all levels, federal, state and local. Additionally, we are proud to support the dedicated public safety professionals at A Child is Missing (ACIM), the National Center for Missing and Exploited Children (NCMEC) and FEMA.

- Review of past performance on services of a similar nature and complexity as the proposed project.
OnSolve references are provided.

- Approach

- Evaluation of the Vendor's overall understanding of the scope of the proposed project; completeness, adequacy and responsiveness to the required information in this Invitation to Bid.

Because CodeRED is a cloud-based, SaaS application no installation is required, and implementation is simple to accomplish. A dedicated Customer Support Specialist will be assigned to the City to ensure all implementation tasks are accomplished. Most implementations occur within 30 days and entail the City providing any data (E9-1-1, utility, internal databases), identify internal users who will receive access permissions, and scheduling training. A sample implementation plan,

outlining the set-up and training process is outlined in Exhibit B. All implementation services are included in the cost for CodeRED.

- Cost
 - Evaluation of the overall cost of the services as submitted by the Vendor.
 - Vendor will provide a breakdown of included features and any costs or fees associated with each included feature or fees for additional features, or aspects of the project (e.g, implementation, training, customer support, data maintenance, etc.)

OnSolve's pricing is transparent and straightforward with no unexpected charges. Our annual subscription includes set-up, implementation, maintenance and updates, training, and 24/7/365 customer support. Our detailed quote is included as Exhibit A.

NOTIFICATION MEDIA AND TECHNOLOGY

- Methods of Notification – Must support all of the following:
 - Pre-recorded audio messages delivered via telephone (landline & mobile)
 - TDD/TTY messages for deaf/hearing impaired citizens
 - SMS/Text messages
 - Email
 - Facebook
 - Twitter
 - RSS Feeds
 - Mobile/Smartphone app for citizens' use to receive messages
 - Mobile/Smartphone app for agency's use to author and send messages
 - Browser Alerts
 - IPAWS/Wireless Emergency Alerts
 - IPAWS/EAS
 - CAP-compliant third-party systems
 - Alexa/Smart Speakers
 - Application Programming Interface (API)

Yes. CodeRED provides the ability to disseminate messages through a variety of delivery methods, including landline, VoIP, TDD/TTY, cell phone, SMS, email, the CodeRED Mobile Alert app, IPAWS, social media networks, website widget and RSS.

CodeRED offers posting of alerts directly to the City's social media feeds, such as Facebook and Twitter, as part of a notification. Multiple social media accounts can be addressed using sub-organizations within the CodeRED solution.

The City can use with CodeRED's API capabilities to allow the City to make notifications of a critical incident. Many current OnSolve customers utilize the API for a variety of integrations, including human resource databases, CAD systems, digital signage, siren systems and many others.

- Multimedia Messaging – Proposed system must allow users to send messages that enable recipients to view and/or download images and other media content as follows:
 - Voice/Phone Messages
 - TDD/TTY
 - SMS/Text messages
 - Email
 - Facebook
 - Twitter
 - RSS Feeds
 - Mobile/Smartphone app
 - Desktop Notification app
 - IPAWS

Yes. The City can add attachments, up to 4MB, to email in most standard formats, including Word, JPG, PDF and many others.

- Media Formats – Proposed system will use the following media formats to support multi-media messaging:
 - Image Files (JPEG, PNG, etc.)
 - Maps
 - Audio Files
 - PDF

Yes. OnSolve supports in a variety of frequently used formats, including gif, tiff, pdf, jpeg, doc, docx, xls, xlsx, bmp, png, raw, txt and zip files.

- Delivery Options – Proposed system should support the following delivery options:
 - Recorded Audio
Yes. CodeRED allows audio for alerts to be recorded directly in the user interface, via Interactive Voice Response (IVR), importing of .wav files, and recording directly through the CodeRED Launcher App. Messages can also be pre-created and accessed for modification before launching the notification.
 - "Text-to-Speech" Technology

Yes. CodeRED's text-to-speech engine is a clear, easy-to-understand message generator. Our text-to-speech technology provides accurate, comprehensible translations for names, addresses, telephone numbers and acronyms that will deliver voice messages clearly to residents.

- Automated Translation of Spanish

Yes. OnSolve offers language translation for the City's users to create a text-to-speech message that will automatically translate into the languages the City has chosen. Spanish is an available language. Authorized users can review the language translations prior to launch of the notification.

- Prevent recipients from hanging up on a "robo call"

Yes. The City can employ OnSolve's Universal ANI® when launching a notification. The Universal ANI® is an invaluable tool designed to proactively relieve inbound calling pressure by utilizing a toll-free callback number as the Caller ID. Message recipients will be able to callback that number to automatically hear the last message delivered.

The City can educate the public that calls from the Universal ANI® are CodeRED notifications ensuring they will answer and listen to the message as soon as possible. Recipients can save as a contact eliminating the possibility of a spam call.

The City can also use an introductory message to alert recipients that the call is from a trusted source, such as "This is a message from the City of Jonesboro."

- Leave messages on a voicemail or answering machine

Yes. Using our Real Call® technology, answering machine or voicemails are detected to deliver the alert to the recipient. The message left will be the entire notification message without any looping or cutting off.

- Employ automated re-dial capabilities to busy telephones

Yes. City alerts will be redialed three times for contacts without a connection automatically. After three attempts, the City administrators can choose to resend to any non-connected numbers, all contacts or only those connected earlier.

- Automatically repeat message

No. Messages are not looped. Due to our Real Call® technology, the message does not start playing until a live answer or answering machine

is indicated. Alerts are left in their entirety without any looping or cutting off. Recipients can replay the message as many times as necessary by pressing any key at the end of the message.

Additionally, if the City uses the Universal ANI, recipients can call back and repeat the latest message delivered.

- Provide “2-way messaging” from call recipient
Yes. The City can use the standard CodeRED two-way messaging feature, allowing alert recipients to respond via SMS or email. Responses are collected within the CodeRED system for easy analysis and collection of exportable information.
- Provide automatic transfer to a conference call
Yes. CodeRED’s one-touch conference call feature can connect up to 200 participants into a conference bridge per alert, regardless of their location. The conference call can be hosted by CodeRED’s provider or the City’s conference call provider. The CodeRED conference bridge was designed to be a quick and intuitive tool for touching base during situations requiring collaboration.
- Provide unlimited text message, emails and accounts for Facebook & Twitter
Yes. Our pricing proposal included unlimited text, email and social media (Facebook and Twitter) messaging.
- IPAWS/WEA
 - System must be approved as an originating software system with FEMA
Yes. OnSolve provides a fully compliant IPAWS origination tool operational in all five IPAWS messaging methods, including WEA, EAS, NWEM, Collaborative Operating Group (COG) to COG and the Public Alerts Feed. The tool is seamlessly integrated within the system interface and provides Single Sign-On (SSO) capability. Your users do not need to log in to a different program or interface, saving time and potentially lives. Additionally, we offer the IPAWS Lab Testing Environment for our customers to perform FEMA required monthly testing.
- Source ID - The proposed system should identify the message originator for each of the following types of message delivery:
 - Telephone messages
Yes. The City will have the ability to employ OnSolve’s Universal ANI® when launching a notification. The Universal ANI® is an invaluable tool

designed to proactively relieve inbound calling pressure by utilizing a toll-free callback number as the Caller ID. Message recipients will be able to callback that number to automatically hear the last message delivered. The City will be able to educate the public that calls from the Universal ANI@ are CodeRED notifications ensuring they will answer and listen to the message as soon as possible.

The City can choose to use the “Custom ANI (Automated Number Identifier)” feature, commonly called a Caller ID, which allows you to define a specific local number that is displayed on the phone when a recipient receives a phone call as part of a notification.

- Email messages
Yes. The email address automatically defaults to the address of the authorized City users. However, this can be changed when the notification is created to a different or even generic email address, such as a DO NOT CONTACT, or NO REPLY.
- SMS/Text messages
Yes. Text messages come from a standard short code, so the City message recipients know it's a trusted source and it can be saved into their contacts.

SELECTING RECIPIENTS TO CALL

The proposed system should allow users to select citizens as message recipients easily and quickly using a map interface as well as other methods of geographic selection. Staff and other lists of personnel should be selectable by lists that identify function and other important attributes.

- Geographic Selection Capabilities
 - Provide map interface support via drawing a polygon on the map
Yes. OnSolve uses Esri interactive mapping with the ability to draw shapes including polygons, circles, rectangles, and free-form areas for geographic alerts. Shapes can be resized, edited, or moved, if needed.
 - Provide map interface support via choosing a point and radius from that point to select a circular area on the map
Yes. CodeRED provides the ability to choose a starting point and draw a radius, as needed.
 - Identify a point by typing in landmark names

Yes. CodeRED provides an option for applying a custom map to the City's system, which allows geography-specific items not shown in standard street and satellite views to be added. Examples of recommended layers include parks, railroads, schools, local landmarks, and hydrology.

- o Allow selection of street segments, including the ability to select a specific side of a block or street segment

Yes. The City can select a street and cross-street on the CodeRED mapping interface to determine what segment(s) to utilize for notifications.

- o Allow selection by ZIP code

Yes. CodeRED supports notification by city or by zip code.

- o Allow selection based on town or city names

Yes. The City can also import shapefiles for cities, towns, snow removal zones or any other known areas that are frequently used. Shapefiles and pre-created mapped areas can be saved for ease of access during a critical incident. CodeRED allows the City to send an alert by zip code, by town or city name. When utilizing the mapping interface CodeRED pulls only the geo-coded contact information that is within the mapped area, allowing the City to better target a specific area by latitude/longitude, instead of relying on zip code.

- o Allow selection of all contacts with a single click

Yes. Your users can select an "All Call" to include all recipients in the database.

- o Allow for user errors in spelling

Yes. Spellcheck is part of the message creation process.

- o Allows storing geographic selections for future use

Yes. The CodeRED mapping interface allows for importing of shapefiles into the system on-the-fly or in advance for easy access when needed. These shapefiles can be uploaded directly into the interface by the City or the CodeRED Customer Support Team is available to assist. The City can also pre-create geographic notification areas and save them for future use. The save shape can still be edited prior to launching the alert, when needed.

- o System should display satellite images on maps

Yes. OnSolve's mapping interface can be viewed in traditional street view

or satellite view.

- System should display landmarks and other important geographic features

Yes. The CodeRED solution provides an option for applying a custom map to the City's system, which allows geography-specific items not shown in standard street and satellite views to be added. Examples of recommended layers include parks, railroads, schools, local landmarks and hydrology.

- Staff and Other Personnel Contacts

- Proposed system should enable users to create, save, store, edit and re-use contact lists of staff and other groups of people to be notified

Yes. CodeRED allows for the creation of an unlimited number of contact groups and sub-groups. This will provide the ability to target an internal contact group or groups, subsets of groups using filters (called tags), or even individual contacts. Sub-groups can be created when needed. the City will also be able to utilize "tags," which allows for further filtering of group members, based on areas of specialization, classification, or others that can be needed. Groups can be created in advance or built ad hoc when circumstances require. the City can use local naming conventions for quick recognition by users.

- Allow an unlimited number of lists

Yes. CodeRED allows for the creation of an unlimited number of contact groups and sub-groups. This will provide the ability to target an internal contact group or groups, subsets of groups using filters (called tags), or even individual contacts. Sub-groups can be created when needed. Groups can be created in advance or built ad hoc when circumstances require. the City can use local naming conventions for quick recognition by users.

- Allow ability to import lists from other systems or files

Yes. The City can import data records into the CodeRED system through a variety of methods, including uploading a CSV file, use of our open API to connect to another the City database or uploading a file to our secure FTP site. Synchronization with a variety or 3rd party data management systems is available with simple integration options.

- Accept data imported lists automatically

Yes. The City will be able to utilize OnSolve's API or SFTP sites to automate imports of bulk data.

- Automatically include specific contacts to receive all messages sent
Yes. We offer an Always Contact list that will automatically include any specified contacts to all messages.

- Message Delivery Control – The proposed system should allow users to create and store message templates for future use.
Yes. Permitted City users can create an unlimited number of incident templates for future use as needed, or to be scheduled for a future date/time or recurring arrangement. The template can include components of an incident, such as audience and/or subject, as well as attachments, which also be saved for future use. Templates are also available for use within the CodeRED mobile apps, as well, for ultimate ease of use in critical situations. Pre-created templates can be used as-is or modified prior to launch.
 - Allow the creation of recurring scheduled messages
Yes. Alerts can be scheduled on a recurring basis, including daily, weekly, or monthly. Schedule alerts can be unscheduled, as needed.

 - Allow the saving of messages prior to sending
Yes. Messages can be saved prior to sending for future access.

 - Support the ability to stop a message delivery while in process
Yes. Stop Launch can be used to stop/cancel an alert in progress.

- Automated Weather Alerts – The system should support automated weather/all hazard alerts based on data from the National Weather Service.
 - The system should use shapes/polygons provided by the National Weather Service to identify the area subject to a warning
Yes. CodeRED Weather Warning® provide automated notifications directly from the National Weather Service (NWS) to those community members who are within the immediate path of a storm. All warnings are generated through proprietary algorithms. CodeRED Weather Warning® geographically targets alerts only to those who fall within the polygonal map area that defines the affected area on the map. The map-based alerts are then delivered automatically, without requiring any intervention or initiation from the City's staff.

- Training/Ease of Use
 - Vendor to provide training to all dispatchers on how to use all features of the Mass/Emergency Notification

System

Yes. Training is conducted via live webinar by the Education Services Team and based on the City's needs. Multiple sessions can be scheduled based to meet employee schedules.

Ongoing training sessions can be scheduled at any time. OnSolve understands the need to provide refresher training, as well as continuing sessions for new system users. Instruction can be administered through webinars, conference calls, video chat or customized online recordings, etc. This ongoing service is included in the proposed pricing for this project.

Additionally, ongoing training is available through monthly webinars open to all customers on a variety of topics, such as IPAWS, database management and new features. These sessions are open to all customers.

- Database Creation, Geo-Coding and Support
 - The proposed system must provide lists of citizens and businesses with their address and telephone numbers as well as import other available lists of citizens and businesses to maximize the number of people who can be reached in an emergency.

Yes. OnSolve sources data from the best providers, geocodes the data, completes all updates, performs extensive de-duplication processes, integrates all E9-1-1 data (if available) while scrubbing the records and geocoding community opt-in entries on-the-fly. OnSolve-supplied data is significantly more accurate and extensive than standard White Page listings other vendors use.

Community Sign-Up

- The system should provide a Web-based enrollment process to enable citizens to sign up for emergency alerts
- User information should be password-protected
- Citizens should be able to edit/update their information
- Opt out: The system should have a method to allow citizens to opt out phone numbers, email addresses, and SMS numbers that should not receive messages

Yes. The City's alert recipients can register their preferred contact methods on the CodeRED Community Notification Enrollment (CNE) portal. The CodeRED solution provides a web-based Community Notification Enrollment (CNE) webpage the City will be able to make accessible through your website. The City will be able to personalize the CNE by adding a logo or other descriptive information for recognition and branding. Residents and businesses will be able to register for notifications using an address and providing at least one point of contact (phone number, email, etc.) The CNE web portal will allow for

registration of phone numbers, email addresses, and text numbers they would like to receive notifications. Multiple points of contact can be listed, allowing residents to supply any contact data for all occupants at that particular address. Residents can also indicate if they are a TDD/TTY user to receive notifications in that manner. The CNE data is automatically geocoded and added to the City's database making them immediately available for use for targeted geographic notifications.

Residents/subscribers are required to opt-in to receive Emergency Notifications and will have the ability to choose if they would like to opt-in for General Notifications. Additionally, the City can elect to add Community Groups to the CNE for more tailored, informational notifications, such as Flood Alerts, Traffic Alerts, Crime Watch Info, or any other groups that can be appropriate.

Residents/subscribers have the option to create a managed account for the ability to update or make changes to their contact data as needed. The CNE also features Single-Sign-On ability allowing residents to utilize their existing Google, Facebook, or Twitter credentials to opt-in. This simplifies the enrollment process which is important to residents/subscribers.

- System Characteristics
 - Proposed system should be web-based and browser supported
Yes. CodeRED is accessed via a dynamic URL using any computer with an internet connection and using standard internet browser, including the latest versions of Chrome, Explorer, Edge, Firefox, and Safari.
 - Users should be able to send a message using a standard telephone or mobile phone
Yes. CodeRED allows also live recordings via Interactive Voice Response (IVR) using our toll-free number, as well as recording directly through the CodeRED Launcher App.
 - Users should be able to send a message using an app on a smartphone or other mobile device
Yes. The CodeRED Mobile Launcher app is available for the City as an additional method for authorized users to launch notifications when not near a desktop or laptop. The app is available for Android and iOS devices. The user interface mimics the web-based version, and user permissions.
 - Central administrator should be able to establish other users
Yes. CodeRED allows for unlimited authorized users of the system.

- Central administrator should be able to assign different permission levels
Yes. The City can determine who should be designated administrators and permissions granted to any other authorized users.
- Proposed system should feature high reliability and redundancy with no single point offailure
Yes. CodeRED has maintained 99.99% overall availability over the past ten years.
- System is to be available 24x7x365
Yes. CodeRED is available 24x7x365.
- Proposed system should be enrolled in the FEMA/FCC Telecommunications Service Priority program
Yes. CodeRED does have TSP authorization through FEMA.



Sales Quote: Q-351515

Offer Expires: June 30, 2022

Prepared for:
 Steve Kent
 Purchasing Agent
 City of Jonesboro, AR
 416 W Washington Ave
 Jonesboro, AR 72401
 870-932-0740
 skent@jonesboro.org

Prepared by:
 Tiffany Menchaca
 SLG Account Executive
 OnSolve
 780 West Granada Blvd
 Ormond Beach, FL 32174
 tiffany.menchaca@onsolve.com

Payment Terms: Net 30
Billing Frequency: Annually
Currency: USD

Subscription Service Fees

Critical Communications

| Item/Description | Order Term | Qty | Annual Price* | Term Total |
|---|-------------------------|-----|---------------|--------------------|
| CodeRED Standard Plus Package | 10/03/2022 - 10/02/2023 | 1 | \$10,250.00 | \$10,250.00 |
| CodeRED Plus Package includes: 69,000 non-Emergency voice minutes per year. Overage will be billed at USD 0.10 per voice minute in blocks of 6,900. | 10/03/2022 - 10/02/2023 | 1 | \$0.00 | \$0.00 |
| CodeRED Weather Warning | 10/03/2022 - 10/02/2023 | 1 | \$0.00 | \$0.00 |
| CodeRED IPAWS Integration | 10/03/2022 - 10/02/2023 | 1 | \$0.00 | \$0.00 |
| CodeRED Premium Data | 10/03/2022 - 10/02/2023 | 1 | \$0.00 | \$0.00 |
| CodeRED Foreign Language Message Translation | 10/03/2022 - 10/02/2023 | 5 | \$0.00 | \$0.00 |
| CodeRED Conference Calling includes: 10,000 Message Units per year. Overage will be billed at USD 0.10 per Message Unit in blocks of 10,000. | 10/03/2022 - 10/02/2023 | 1 | \$0.00 | \$0.00 |
| Critical Communications Subscription Fees | | | | \$10,250.00 |

ORDER TOTAL **\$10,250.00**

Annual Fees

| | |
|--|--------------------|
| Year 1 Subscription Fees + Non-Recurring Service Fees | \$10,250.00 |
|--|--------------------|

*The fees shown above may have been rounded to two decimal places for display purposes. As many as ten decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the fees displayed above, and are the true and binding totals for this order.

Service Description – Critical Communications

CODE-Plus Pkg

- CodeRED Subscription Service
- Unlimited **Emergency** voice minutes and TTY
- **Non-Emergency** voice minutes and TTY
- Unlimited SMS Text, Email, RSS, and Social Media messages
- Unlimited CodeRED Mobile Alert application push notifications
- Unlimited initiators
- Role based initiator permissions
- Esri based mapping
- Custom geocoding
- Managed Data Services with one (1) annual Data Load
- Two-Way messaging for contacts
- Dedicated public enrollment web page with branding
- Unlimited Opt-in categories
- Contact enrollment web page
- Web widget with enrollment link
- Voice based polling
- Reporting and analytics
- Resource Library
- Solution setup
- Base System Updates and Maintenance
- One (1) annual live web-based training – client dedicated
- Unlimited access to monthly web-based live and recorded trainings
- 24/7/365 support

Service Terms

- Use of the Subscription Service is intended for **Craighead County, AR**
- Population: **114,880**. A population increase above 10% may result in increased pricing.
- "Message Unit" equals sixty (:60) seconds of connected voice or TTY call time deducted in six (:06) second increments and/or SMS Text segments of 140 characters. Unused Message Units do not carry over year-to-year.
- Emergency means threat to life and/or property.

Exhibit B – Implementation Plan

| SAMPLE IMPLEMENTATION TIMELINE | | |
|--|----------|--------------------------|
| OBJECTIVE: Develop Training and Implementation Plan with the City's Project Manager | | |
| Activities | Timeline | Responsible Party |
| TASK 1.0: Conduct Project Start-Up Activities | | |
| 1.1 Signed contract returned | Day 1 | The City |
| 1.2 OnSolve portal customer set up | Day 1 | Contract Specialist |
| 1.3 CRM customer set up | Day 1 | OnSolve Customer Support |
| 1.4 Dedicated customer support team assigned | Day 1 | OnSolve Customer Support |
| 1.5 Send contact information to customer support team | Day 1 | The City |
| TASK 2.0: Establish CodeRED System for the City | | |
| 2.1 PW welcomed/project plan established | Day 3 | OnSolve Customer Support |
| 2.2 Set up user accounts | Day 3 | OnSolve Customer Support |
| 2.3 Set up Customer Group Notification Enrollment page(s) | Day 3 | OnSolve Customer Support |
| 2.4 Assist with the migration of any supplied data | Day 4 | OnSolve Customer Support |
| 2.5 Verify contact information in data | Day 4 | OnSolve Customer Support |
| TASK 3.0: Training | | |
| 3.1 Schedule series of training sessions for users | Day 5 | The City/OnSolve |
| 3.2 Training complete | Day 6 | OnSolve Customer Support |
| 3.3 Local telephone network load testing | Day 6 | The City/OnSolve |
| 3.4 Ongoing training opportunities (optional, voluntary) | Ongoing | The City/OnSolve |
| 3.5 New features training (recommended, voluntary) | Ongoing | The City/OnSolve |
| 3.6 Monthly training (recommended, voluntary) | Ongoing | The City/OnSolve |