

Emergency Notification System Provider Questions

1. Contact Information

* 1. Vendor Name

* 2. Your Name

* 3. Contact Email

* 4. Contact Phone Number

Emergency Notification System Provider Questions

2. Registration Authentication

- * 1. How does the system authenticate (or does the system authenticate) a person that's setting themselves up as a user? e.g. Does the system send a test text message to the phone to confirm registration?

- * 2. How can data be loaded? (batch, self, etc)

Emergency Notification System Provider Questions

3. Language Translation

* 1. What languages will your system automatically translate?

* 2. Can a specific language be chosen by the registrant during registration?

* 3. Can language translation be user-selected ("To continue in English, press 1. . .to continue in Spanish, press 2. . .etc.")

Emergency Notification System Provider Questions

4. Registration Expiration

* 1. Can a person set an expiration date for their "subscription"

* 2. Can the system administrator set an expiration date for a subscriber?

Emergency Notification System Provider Questions

5. Map Reference Calling

- * 1. What queries are available for using map based calling? (e.g. Zip Code, Lat/Long, etc)

Emergency Notification System Provider Questions

6. Voice Mail

* 1. Can you set the system so it does NOT leave a voice mail message?

Emergency Notification System Provider Questions

7. Outbound Notification

- * 1. Can the system limit the number of phone calls to a specific NPA/NXX (area code/prefix, e.g.: 614-292-xxxx....Is this automatic, manual, or both

- * 2. How many outbound calls can your system make in 10 minutes? Give real life example from current customers where this has occurred. (We may want to contact the customer for verification/discussion)

- * 3. How many outbound texts can your system make in 10 minutes? Give real life example from current customers where this has occurred. (We may want to contact the customer for verification/discussion)

- * 4. Can the outbound calls (voice and text) be prioritized? (e.g.Can the students be called first, and the parents second?)

Is this dependant on the recipients being in different databases, or in the same database, but different coding?

Emergency Notification System Provider Questions

8. Weather Notifications

* 1. Can your service provide timely weather warning notifications?

2. How is this accomplished?

3. Can this be automated or does it need to be initiated manually?

4. Can we choose which warnings/watches activate the system or is it 'all or nothing'?

Emergency Notification System Provider Questions

9. Desktop Alerts

- * 1. Can the system send alerts through the institution's data system(s) to the desktop?

- * 2. How does the system handle routing, firewalls, etc.?

Emergency Notification System Provider Questions

10. Redundancy

- * 1. How do you deal with redundancy matters (e.g.: power outage at your site.) Both data and call centers.

- * 2. How many data centers/call centers does the company have around the country? Where are they located?

- * 3. Do you have a written business continuity plan?

Emergency Notification System Provider Questions

11. Inbound capability

- * 1. Does the system have the ability to provide a telephone number and receive incoming calls with various options:
 - i. Provide recorded information
 - ii. Confirm receipt of information
 - iii. Direct calls based on caller's needs (press 1 for this, press 2 for that, etc.)

Emergency Notification System Provider Questions

12. Databases - Data Loading

- * 1. How would this interface automatically with SIS, PeopleSoft, Active Directory, LDAP, LDRPS or other databases?

- * 2. How often can the updates be pushed/pulled? What are the costs associated with this?

- * 3. How many databases can be managed by the system (1 or many)?

e.g. If you have a database of info from SIS & PeopleSoft and one from Franklin County 9-1-1, is all of that information in one large database? Is Athletics database comingled with Public Safety's database?

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13. Integration

* 1. Common Alerting Protocol 1.1 compliant?

2. Can the system be tied in to an existing public address system?

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14. Reports

* 1. How customizable are reports?

* 2. Content – What level of detail is contained in the report?

* 3. Can statistics be generated (or monitored) while the calls are in progress?

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15. Text-to-Speech

* 1. Is the text-to-speech voice programmable as male or female?

Emergency Notification System Provider Questions

16. Customer Service

- * 1. How does the customer connect with the service provider (web, telephone, handheld device)? Is there 24/7 live support?

- * 2. Can an activation be initiated by phone with customer service 24/7?

Emergency Notification System Provider Questions

17. Messaging

* 1. How many steps (minimal) to get a custom (on-the-fly) message out?

a. Number of "clicks" or other user interface actions?

b. What's the amount of time from login to the first call going out?

* 2. 18. How many steps (minimal) to get a pre-canned message out?

a. Number of "clicks" or other user interface actions?

b. What's the amount of time from login to the first call going out?

Emergency Notification System Provider Questions

18. Caller ID

- * 1. Is the caller-ID information the called party sees customizable? (explain for both voice and text)

- * 2. Can this be done "on-the-fly" or is it something that is programmed ahead of time?

Emergency Notification System Provider Questions

19. Social Media

* 1. What does the system do (if anything) with social media?

a. Facebook?

b. Twitter?

c. Other?

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20. Polling

* 1. Can the text message be interactive (press 1 for yes, 2 for no, etc.)?

Emergency Notification System Provider Questions

21. Caller Authentication

- * 1. Can the system require an authentication code from the message recipient before giving the message? (i.e. SWAT team callout - to ensure the SWAT member is on the phone and verify that he/she received the message)

Emergency Notification System Provider Questions

22. Training

* 1. Is the initial training on site or done remotely?

* 2. How is follow-up training conducted?

* 3. Is there additional cost for initial or follow-up training?

Emergency Notification System Provider Questions

23. Conference Bridge

* 1. Can the system connect callers to a conference bridge?

a. For calls made by the system to the called party?

b. For incoming calls from people?

c. Local provided bridge

d. Vendor-supplied bridge

2. How many people can your conference bridge accommodate?

Emergency Notification System Provider Questions

24. Registration web page

- * 1. Does the system offer a "508 compliant" web page registration?

- * 2. Can registered users "edit" or delete their registration information at any time?

- * 3. When a person registers, how long before their information is added to the database? (i.e. If I register 10am and we have an activation at 10:30am, will I get the message?)

Emergency Notification System Provider Questions

25. TTY/TDD

* 1. How does the system handle TTY/TDD needs

Emergency Notification System Provider Questions

26. Text Messaging

* 1. How is text messaging sent (SMPP and/or SMTP)?

Emergency Notification System Provider Questions

27. Aggregators

* 1. How many aggregators do you have/use?

* 2. Which ones?

* 3. Number of short codes?

a. Does the customer pay for these or are they provided?

Emergency Notification System Provider Questions

28. Carrier Connections

* 1. How many direct carrier connections does the company have?

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29. SS7

* 1. Does the company use SS7 (Signaling System 7) for telephony?

Emergency Notification System Provider Questions

30. Password

- * 1. Can authorized users create their own password to access the system, or, is it a non-customizable computer generated password?

Emergency Notification System Provider Questions

31. Email

* 1. Can your system send bulk emails to large numbers of individuals?

2. If "yes", how many can you send in 30 minutes?

Emergency Notification System Provider Questions

32. Pricing

* 1. How is pricing structured?

* 2. If by head, can certain registrants be excluded from the pricing structure? (e.g.: if a parent is in the system as a "subordinate" of the student registrant)?

* 3. If by call, is there some provision for testing 2 to 4 times per year at no charge?