Rave Mobile Safety Proposal for
State of Nebraska – RFP 6214 Z1
Technical Response

Due:
February 7, 2020 @ 2:00 PM (CST)

By:
Rave Mobile Safety
492 Old Connecticut Path, 2nd Floor
Framingham, MA 01701

Date Submitted:
02/4/2020

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The State of Nebraska (State)
Department of Administrative Services (DAS), Materiel Division, State Purchasing Bureau (SPB),

January 31, 2020

To Whom It May Concern:

It is with great pleasure that I present Rave Mobile Safety's response to your Request for Proposal (RFP) Number 6214 Z1 to provide the Emergency Mass Notification Service (EMNS) for State Agencies and political subdivisions within the State of Nebraska. We appreciate the opportunity to partner with the state.

Today, Rave's great partners include States like Louisiana, Arkansas, Delaware, Oklahoma and the State of Michigan. Rave emergency notification partners in Nebraska include Region 22 & Region 21 Emergency Management Agencies, North Platte PD, University of Nebraska-Lincoln and many others. In total, 21 agencies use the Rave Safety Platform solution for community and internal operational communication. Each of these partners has implemented the Rave Safety Platform which plays an integral part of a comprehensive emergency management and communications program, and our platform unifies the sharing of valuable public safety information across multiple public safety agencies.
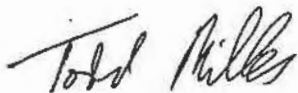
In light of the increasing number of failed emergency notification systems across the country, we at Rave believe that performance and deliverability matter. Rave Alert is a robust and easy to use solution, reliable way to send broadcast, narrowcast and group text, email, push notifications, and voice messages to all Nebraska communities or for internal communication within and across agencies. We give you the tools to collect, manage, message, and effectively use critical information about at-risk populations—and all citizens in your area of responsibility. Rave Alert provides actionable data on demand through highly accessible and interoperable reporting tools for emergency preparedness and management. All Rave products are proven and reliable, based on redundant infrastructure and performance across the country for over 15 years.

e's infrastructure supports multiple Tier One SMS Aggregators, geo-redundant data centers, proactive mobile phone ber validation, extensive validation of citizen data to improve accuracy and robust communications, and extensive reporting to deliver critical messages with unparalleled peace of mind.

Today, Rave Mobile Safety solutions help to protect over 70 Million people across the country and our belief is simple. Emergency Notification Systems need to work, All the time...Every time! Ultimately, the Rave Safety Platform is a holistic solution that will advance Nebraska into the next generation of Mass Notification by offering its residents more reasons and mechanisms to opt-in and by providing its public safety agencies additional capabilities to help save lives.

Thank you again for the opportunity to respond to your RFP. We welcome the occasion to provide any additional information you may need regarding Rave Mobile Safety solutions. Brian O'Donnell is your Rave representative and is available at (617) 877 5871, or by email at bodonnell@ravemobilesafety.com to set up an appointment or address any specific questions or comments that arise during your evaluations.

Sincerely

Todd Miller

Todd Miller
Chief Operating Officer
Rave Mobile Safety

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Rave Mobile Safety

1. CORPORATE OVERVIEW

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.

Rave Wireless, Inc. d/b/a Rave Mobile Safety was incorporated November 2004 as a Delaware Corporation. Rave is 100% private equity owned.

Rave Mobile Safety
492 Old Connecticut Path
Framingham, MA 01701
888 605-7164

b. FINANCIAL STATEMENTS

The bidder should provide financial statements applicable to the firm. If publicly held, the bidder should provide a copy of the corporation's most recent audited financial reports and statements, and the name, address, and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information, should be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm should provide a banking reference.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

The State may elect to use a third party to conduct credit checks as part of the corporate overview evaluation.

As a private company, Rave Mobile Safety's financial statements are not shared externally and exist solely to support the businesses operational needs. Rave has provided a bank reference letter, as well as relevant Dunn & Bradstreet report(s).

Dunn & Bradstreet (DUNS) #: 78-438-0144

There have been no pending litigations against Rave, nor has Rave been the subject of any regulatory inquiries.

Please see our Dunn and Bradstreet Credit Report and Silicon Valley Bank Reference Letter in the Appendix of this document.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded contractor(s) will require notification to the State.

There is no anticipated change in ownership during the 12 months following the proposal due date.

d. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.

Rave Mobile Safety's headquarters are located at 492 Old Connecticut Path, 2nd Floor, Framingham, MA 01701.

e. RELATIONSHIPS WITH THE STATE

The bidder should describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.

No such relationship exists with the state's Department of Emergency Management however Rave has been a provider of our solutions to the Board of Regents for the University of Nebraska.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any Party named in the bidder's proposal response is or was an employee of the State within the past thirty-six (36) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

Not applicable.

g. CONTRACT PERFORMANCE

If the bidder or any proposed subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the contractor's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the contractor or litigated and such litigation determined the contractor to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.

Not applicable.

H. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder should provide a summary matrix listing the bidder's previous projects similar to this RFP in size, scope, and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder should address the following:

i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this RFP. These descriptions should include:

a) The time period of the project;

b) The scheduled and actual completion dates;

c) The Contractor's responsibilities;

d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and

e) Each project description should identify whether the work was performed as the prime Contractor or as a subcontractor. If a contractor performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

ii. Contractor and subcontractor(s) experience should be listed separately. Narrative descriptions submitted for subcontractors should be specifically identified as subcontractor projects.

PLEASE SEE NARRATIVE DESCRIPTIONS BELOW.

iii. If the work was performed as a subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, subcontractors should identify what share of contract costs, project responsibilities, and time period were performed as a subcontractor.

N/A.

A) THE TIME PERIOD OF THE PROJECT;	1/23/2015-present
B) THE SCHEDULED AND ACTUAL COMPLETION DATES;	The project started on 1/1/2015 with an actual Go Live date of 1/23/2015.
C) THE CONTRACTOR'S RESPONSIBILITIES;	Clearly defined roles ensure a successful implementation, operation and maintenance of Rave Alert. Client Manager Responsibilities and Authorities include: • Project Management • Test Plan development • Resource allocation • Configuration management • Change management • Issue management • Risk management **Rave's responsibilities** • 24x7 access to licensed applications • User access to Rave Alert applications • On-going maintenance and upgrades to licensed software • Standard application integration services • Training & Tier 1/Tier 2 support for client administrators • Marketing material templates

D) FOR REFERENCE PURPOSES, A CUSTOMER NAME (INCLUDING THE NAME OF A CONTACT PERSON, A CURRENT TELEPHONE NUMBER, A FACSIMILE NUMBER, AND E-MAIL ADDRESS); AND	Seattle, WA Kenneth Neafcy Operations Coordinator, Office of EM 206-233-5076 Kenneth.neafcy@seattle.gov Seattle WA 98124
E) EACH PROJECT DESCRIPTION SHOULD IDENTIFY WHETHER THE WORK WAS PERFORMED AS THE PRIME CONTRACTOR OR AS A SUBCONTRACTOR. IF A CONTRACTOR PERFORMED AS THE PRIME CONTRACTOR, THE DESCRIPTION SHOULD PROVIDE THE ORIGINALLY SCHEDULED COMPLETION DATE AND BUDGET, AS WELL AS THE ACTUAL (OR CURRENTLY PLANNED) COMPLETION DATE AND ACTUAL (OR CURRENTLY PLANNED) BUDGET.	Rave was the prime contractor. We do not utilize sub-contractors. The project dates and budget are as follows: 1/1/2015-1/23/2015. $600,000 for initial 5 years.

The City chose Rave's multi-modal unified communications platform, Rave Alert as the first mass notification with outreach to members of the public after a lengthy bid process and vendor evaluation series. In addition, both the City and King County use the Rave 911 Suite to round out their ability to connect with the community and keep them safe and informed.

Rave Alert is used for public outreach communications supporting the AlertSeattle (http://alert.seattle.gov) public portal. Public opt-in is supported via portal opt-in categories, as well as via integration with ANI/ALI data sources generated from the City's GIS databases, so the system protects over 650,000 city residents.

Rave Alert is also used extensively in a multi-domain configuration for critical departmental notification features, with substantial usage in the Seattle Police Department, Fire Department, Department of Transportation, Office of Emergency Management, and other groups. Seattle's public utility agencies have also provisioned the system to support urgent notifications to the public regarding water and electric power emergencies, including some jurisdictions extending beyond City boundaries, and are exploring potential options to expand usage.

Data automation tools regularly update city and public utility staff contact data is, consuming data from client HRIS databases.

The City has demonstrated noteworthy leadership in public communications, and invested substantial time establishing the project details, including passage of City ordinances governing the AlertSeattle program overall, establishing a cross-functional steering committee that meets regularly to review product status, assembling strong programs for community marketing of available services, and providing ongoing cross-functional project management oversight to ensure that stakeholders make optimal use of the platform.

This was an RFP that Rave Mobile Safety won directly.

The results of this project have been very successful as the City of Seattle, for the first time, made a comprehensive unified communication

platform available both internally and externally.

Social media integration extended the notification reach for all public facing campaigns while still allowing fast activation of a single alert.

Seattle's unified portal platform supports alerting with opt-in categories and support for overlapping jurisdictions. King County public subscribers signing up for Smart911 with City residence or commuter addresses are offered AlertSeattle opt-in categories to choose from. AlertSeattle subscribers are can participate in County services and Public Utility notifications as well. Internal staff and emergency communications across a wide range of agencies are supported with strong user acceptance. Role-based access controls (RBAC) features support a wide range of permission-based usage and customizable workflows for ease-of-use and safe operation. Our recently released Enhanced RBAC, allows for broad management of permissions on a per role basis, rather than user basis, creating exceptional efficiencies.

Office of Emergency Management can activate the system for operational callouts and for communications with OEM volunteers.

Public utilities can now provide geo-targeted emergency communications to City residents as well as those in inundation zones supported by contract outside of City boundaries.

The Rave Platform provides the City with several high-volume CallerID-customized inbound voice lines to support inbound dials for voice recorded updates. This reduces informational calls to emergency responder lines during widespread public emergency situations.

For more information on this ongoing solution, please see:
http://alert.seattle.gov/

2nd Experience & Reference

a) The time period of the project;	6/30/2016-Present
b) The scheduled and actual completion dates;	The project started on 6/30/2016 with an actual Go Live date of 8/16/2016.
c) The Contractor's responsibilities;	Clearly defined roles ensure a successful implementation, operation and maintenance of Rave Alert. Client Manager Responsibilities and Authorities include: • Project Management • Test Plan development • Resource allocation • Configuration management • Change management • Issue management • Risk management *Rave's responsibilities* • 24x7 access to licensed applications • User access to Rave Alert applications • On-going maintenance and upgrades to licensed software • Standard application integration services • Training & Tier 1/Tier 2 support for client administrators • Marketing material templates
d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and	Louisville, KY Metrosafe Jody Meiman Director 502-572-3521 Edward.meimaniii@louisvilleky.gov Louisville KY 40202
e) Each project description should identify whether the work was performed as the	Rave was the prime contractor. We do not utilize sub-contractors.

prime Contractor or as a subcontractor. If a contractor performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.	The project dates and budget are as follows: 6/1/2016-6/30/2016. $226,000 Annually.

ii. Contractor and subcontractor(s) experience should be listed separately. Narrative descriptions submitted for subcontractors should be specifically identified as subcontractor projects.	In August 2016 Louisville Metro Emergency Services teamed up with Bullitt County, Oldham County, and Washington County to create a regional emergency notification system – Louisville Emergency Notification System (LENSAlert). Its enhanced capabilities include using all communications modes to send alerts – mobile phones, landlines, email, text, social media, IPAWS-OPEN.

In addition to receiving notifications, individuals can create a Safety Profile for themselves and their household that can include any information they want 9-1-1 and first responders to have in the event of an emergency. When individuals make an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call taker, allowing them to send the right responders to the right location with the right information. Information about medical history, allergies to medication, number of residents in a home and even a picture of the family dog can all be added to a Safety Profile.

Rave Alert for community-wide emergency notification and internal communications and the Rave 911 Suite for Louisville MetroSafe and 4 surrounding counties. Services included initial deployment for both Rave Alert and the Rave 911 Suite; configuration of community opt-in portal to client specifications; sourcing and loading of landline data into Rave Alert; 2 days of onsite end user training; remote assistance with media launch; on-demand access to digital community engagement assets and best practices; on-demand access to online, video-based instructional courseware ("Rave Academy"); ongoing access to Rave's Support and Customer Success teams; participation in Rave's annual User Summit.

Rave Mobile Safety performed all the tasks necessary successfully implement this project.

The LENS Alert and Smart911 (Rave 911) project have been successful for the Louisville Metro area. Having unified platform for both inbound emergency data while complimenting and supplementing the data with outbound communications capabilities has opened a world of options for the community. As an example, during the Kentucky Derby, Louisville used the Rave system to allow temporary "opt-ins" to the notification system for the distribution of Derby specific information—allowing for highly customized messaging.

In a more recent example, Louisville has successfully leveraged the Rave platform to integrate additional data from Uber. Now, when using Uber in the Louisville Metro area, if you dial 9-1-1, information |

	about your Uber trip including start location, end location, and driver information will all be automatically provided to 9-1-1.
	Louisville recently presented their success stories at the Kentucky Emergency Services Conference.

3rd Experience & Reference

a) The time period of the project;	6/24/2015-present
b) The scheduled and actual completion dates;	The project started on 6/24/2015 with an actual Go Live date of 8/7/2015, indicating actual project dates of 6/24/15-8/7/2015 were fulfilled and scheduled prior to beginning of school year as planned.
c) The Contractor's responsibilities;	Client Manager Responsibilities and Authorities include: • Project Management • Test Plan development • Resource allocation • Configuration management • Change management • Issue management • Risk management ***Rave's responsibilities*** • 24x7 access to licensed applications • User access to Rave applications • On-going maintenance and upgrades to licensed software • Standard application integration services • Training & Tier 1/Tier 2 support for client administrators • Marketing material templates
d) For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and	State of Arkansas Former State Representative Scott Baltz State Representative – Elected Official (870) 378-1380 scottbaltz@yahoo.com Pocahontas Arkansas 72455

e) Each project description should identify whether the work was performed as the prime Contractor or as a subcontractor. If a contractor performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.	Rave was the prime contractor. We do not utilize sub-contractors. The project dates and budget are as follows: 8/1/2015-9/1/2015. $850,000 Annually.

In 2015, Arkansas State Legislators passed the 2015 School Safety Act which brought the Rave Panic Button to all K-12 Public Schools in Arkansas.

476,000+
Over 476,000 Arkansas Students are protected by Rave Panic Button.

1,050/259
Over 1,050 Schools and 259 School Districts & Charters are protected by Rave Panic Button in Arkansas.

39,000+
Over 39,000 Faculty & Staff actively use Rave Panic Button every day, including faculty, staff, and first responders.

4,100   3,900   3,000+
Over 4,100 Buildings, along with 3,900 floor plans and emergency documents, and over 3,000 landline phones are registered in the Rave Panic Button system.

108 PSAPS
108 PSAPs and Thousands of first responders now have access to this life saving data using Rave Panic Button.

Based on the 2015 legislation, Rave's Panic Button solution was deployed across over 1,000 public schools in state. This effort, led by Rave Mobile Safety, was completed over the span of just a few months.

Within the first week of the 2015 school year, the Panic Button was used within Arkansas schools to help address a severe medical issue. Over the course of the last three years, the Panic Button has routinely been used for a wide variety of emergencies including everything from a gun on campus, to fires, and many medical emergencies.

This video documents some of those success stories:

Richard Atwill
Superintendent,
Danville School District
2:34

Link: https://www.ravemobilesafety.com/video-resources/panic-button-school-emergency

Since inception, the program has been an overwhelming success. Below are some state-wide statistics and examples of usage:
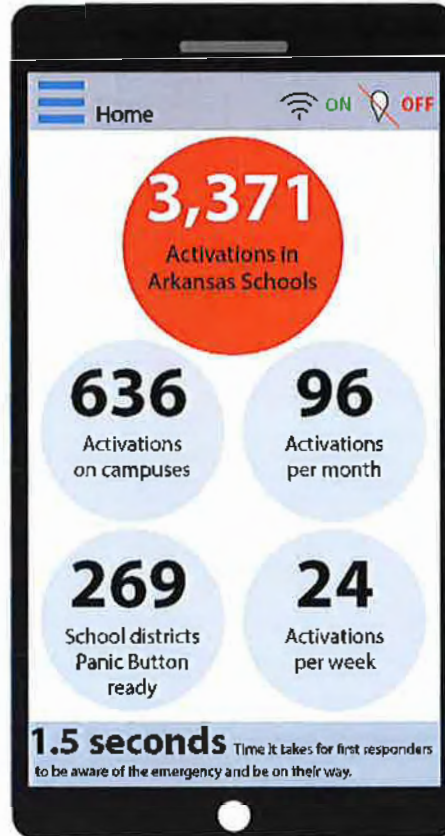
Example 1: Marion, AR

"A 16-year old Marion High School student was charged with Possession of a Handgun by a Minor on School Property. This was after reports of a gun on campus put the school on lockdown. Marion Schools use the Panic Button app, which sends an alert to teacher and faculty during situations like an active shooter."

Example 2: Blytheville, AR

"An employee of Blytheville High School had a life-threatening medical emergency in a classroom. Another school employee called the high school nurse, and the nurse, while in route to the classroom, activated the panic button alert system."

Example 3: Benton

"Freshman Grant Steed collapsed and was not breathing during practice. Emergency personnel was able to revive the teen and transport him to Saline Memorial Hospital due to fast reaction."

Additionally, the 2015 School Safety Act, which brought the Rave Panic Button to Arkansas, has been so successful over the last three years, it was recently recognized by the Southern Legislative Conference for its annual STAR Award:

Below is the press release for the STAR Award:

SLC — SOUTHERN LEGISLATIVE CONFERENCE

Southern Office of
The Council of State Governments

P.O. Box 98129
Atlanta, Georgia 30359
1946 Clairmont Road
Decatur, Georgia 30033
Phone: (404) 633-1866
Fax: (404) 633-4896
Web: slcatlanta.org

FOR IMMEDIATE RELEASE
MEDIA ADVISORY
July 24, 2018

COLLEEN COUSINEAU
NICK BOWMAN
404/633-1866
Atlanta, Georgia

ARKANSAS DEPARTMENT OF EDUCATION PANIC BUTTON SCHOOL SAFETY SYSTEM WINS SOUTHERN REGION STAR AWARD

St. Louis, Missouri – The Arkansas Department of Education's Panic Button School Safety System was selected as one of two winners of the 2018 State Transformation in Action Recognition (STAR) award. The STAR award of the Southern Legislative Conference (SLC) identifies and promotes state government solutions to regional problems, focusing on policy innovations that are creative, impactful, transferable and effective. The program—presented by Representative Scott Baltz and Jason French, Director of Customer Success, Rave Mobile Safety—was selected as a winner by a panel of judges comprising state legislators, legislative staff and policy experts at the 72nd Annual Meeting of the SLC, held in St. Louis, Missouri, July 21 – 25.

Arkansas's Rave Mobile Safety System, established by the School Safety Act of 2015, was created to promote safety in the state's schools. To achieve the goals of the legislation, the state partnered with Rave Mobile Safety, a software company based in Massachusetts, to provide the Rave Panic Button mobile application to all public schools in Arkansas. A map of every school building and campus is available for download onto the cellular phones of each classroom teacher and other key personnel. The Panic Button mobile application has five options for activation in an emergency: Fire, Medical, Police, active shooter and other. The individual designated to deploy the emergency notification selects one of the five options. With the activation of the Panic Button, designated on-site personnel and local emergency responders are notified simultaneously.

In 2016, there was an active shooter incident at an Arkansas school that led to a campus lockdown. After learning that a student had a gun on campus, a teacher immediately activated the active shooter option of the Panic Button app, which notified all key personnel and emergency responders. Within eight minutes of enabling the app, law enforcement had the gun and student in custody with no injuries reported.

About the Southern Legislative Conference: Established in 1947, the Southern Legislative Conference (SLC) is a non-partisan, member-driven organization comprising presiding officers and key legislators from 15 Southern states, and it is the largest of the four regional conferences of The Council of State Governments. The SLC's mission to foster and encourage intergovernmental cooperation among its member states is achieved, in large measure, through the ongoing work of the Conference's six standing committees. The Annual Meeting of the SLC, convened as the focal point and apex of its activities, is the premier public policy forum for Southern state legislatures and the largest regional gathering of legislative members and staff.

Senate President Pro Tem
Ron Richard
Missouri
Chair

Speaker Taylor Barras
Louisiana
Chair Elect

Speaker Philip Gunn
Mississippi
Immediate Past Chair

Senator Daniel B. Verdin III
South Carolina
Chair, Agriculture & Rural Development Committee

Representative Jeanie Lauer
Missouri
Chair, Economic Development, Transportation & Cultural Affairs Committee

Senator Joyce Elliott
Arkansas
Chair, Education Committee

Representative Lynn Smith
Georgia
Chair, Energy & Environment Committee

Representative Penny Houston
Georgia
Acting Chair, Fiscal Affairs & Government Operations Committee

Senator Katrina Shealy
South Carolina
Acting Chair, Human Services & Public Safety Committee

Marcia Goff
Research Director,
House Committee Services
Oklahoma
Chair, Legislative Service Agency Directors Group

What's really powerful about this award is how it was evaluated:

- Creativity: Does the program represent a new and creative approach to solving common problems or issues?
- Impact: How far-reaching are the benefits and solutions of the program?
- Transferability: From a logistical and fiscal standpoint, could the program or practice easily be transferred to other states?
- Effectiveness: To what extent is the program successful at addressing an issue, and how efficiently does it operate?

Based on these evaluation criteria and the success of the Panic Button program across the state, the Southern Legislative Conference selected the 2015 School Safety Act for their STAR

	award. This is a true testament to not only the program's success but also the applicability to other states.

In addition to the 3 project narratives above, we have included one letter of recommendation and two additional references for your perusal.

Reference # 1

Tim Newman, Director

Region 22 Emergency Management

1801 Avenue B

Scottsbluff, NE 69361

office: 308-436-6689   cell: 308-765-2786

tnewman@scottsbluff.org

Reference # 2

Sean Humphrey

University of Nebraska Lincoln Police Department

IT Manager

300 N 17th St. Lincoln NE 68588-0634

402-472-2534

sean.humphrey@unl.edu

Region 22 Emergency Management Agency

Scottsbluff, Nebraska 69361

Phone: 308-436-6689 FAX: 308-632-2916

Cell: 308-765-2786

Email: tnewman@scottsbluff.org

Tim Newman, Director

January 28, 2020

To whom it may concern,

Region 22 of Nebraska Emergency Management Agency has successfully partnered with Rave Mobile Safety for the past 3 years, and has been very pleased with the reliability and performance of the Rave Alert Emergency Mass Communication Solution. From the onset of deployment, we knew we were dealing with a team of individuals that have a great understanding of their solution, and the variety of ways it can integrate and work within the confines of our specific deployment.

The primary function of Rave Alert is for use as our emergency notification system. Whether in controlled testing or real-life scenarios, the Rave Alert system instantly notifies our community via a number of alert modes including: text, email, voice calls to landlines and mobile phones, mobile app, social media, webpage updates and via CAP and IPAWS. Of great importance to us is their ability to accommodate an easy to manage automated data sharing process so that the alert system data remains synchronized with our systems. This ensures the right people are messaged, eliminating confusion. Additionally, ease of use is key for our different stakeholders within the region. Residents have many options to register for notifications via mobile app, web portal and text. They can also choose to share valuable access and functional needs information
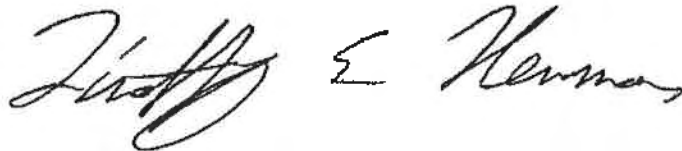
to ensure we can plan more effectively and provide a higher level of service to our residents. This part was a major selling point for our region.

Though these items are of primary importance, here are some additional thoughts on what makes Rave a great partner in public safety:

- The deployment process was efficient and effective, having us operational in short order. Service and Support has been outstanding from the onset of our partnership.

- Online reporting is easy to consume, download and share.

- The system is easy to use, it includes a training mode, and the training materials are easily accessible

- Their people care about what they are doing, and it shows within each of our interactions.

I highly recommend that the state consider utilizing the Rave Alert system as its standard alerting platform.

Regards,

Timothy E. Newman

I. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The bidder should present a detailed description of its proposed approach to the management of the project.

Rave's overall approach is to use initial project phases to define an approach that works for both initial and follow-on deployments. Rave Alert customers often compliment the platform due to Rave's focus on practical product usage in daily operations, as well as with an overall agile deployment process that has been reproduced successfully thousands of times with customers from across the US.

Often in large deployments, many stakeholders approach the project in various states of readiness. For example, the State may find that some counties are not yet authorized as IPAWS COGs. Some will be ready, some will likely require additional time to complete the MoA process, others will need time to organize their program offices.

To maintain project cadences, Rave's experience with initial project kickoff is to work with the State to develop project guidelines, milestone objectives, operational contacts, and standards for implementation, and then to treat that as an agile "cookbook" that both Rave and the State use for ongoing and future onboarding and deployments for its jurisdictions, agencies and departments.

Rave's sample milestone plans, presented in other responses within this bid, represent a reasonable template of the agile deployment steps that have worked for thousands of existing Rave Alert customers. The most effective and efficient mechanism for successful staged onboarding and deployment will be based on the requirements of the State as well as the requirements for agile, positive, and productive replication of the plan as more and more stakeholders onboard.

Deployment Overview

Each new Rave customer or onboarding agency is assigned a dedicated Client Manager - the single point of contact during implementation who provides practical experience, expertise, and best practices. The Client Manager guides your alert deployment to success.

Our project methodology is focused on creating a specific, practical and reproducible agile deployment methodology for all participating units. During the project kickoff, Rave will provide a customized project checklist that can be used to ensure that for each site all required project components are properly addressed.

Client Manager Responsibilities and Authorities include:

- Project Management
- Test Plan development
- Resource allocation
- Configuration management
- Change management
- Issue management
- Risk management

Example staff resumes are included in a surrounding response.

Overview of Standard Alert Site Onboarding

Typical implementation timetable spans 10-15 business days, assuming availability of required resources from the customer site. This timetable may vary based on specific customer needs, implementation of optional integrations, or configuration needs for features requiring some customization.

Project Components and Milestones

Project Initiation and Statewide Deployment Planning Phase

Establishes project roles and contact points, defines core objectives for overall deployment, and presents milestone goals for project timetables

Planning Phase		
Launch Prep and Schedule Coordination	1-5 days	Client Manager, Project Managers
Schedule Project Kickoff Meetings and submit agenda	1 day	Client Manager, Project Managers
Onsite Project-wide/Phase Scoping and Planning Session Sets milestone goals, onboarding process, access control standards, naming conventions, common standards and governance for all project phases, issue escalation and change management standards.	10 days	All key stakeholders
Project Plan, onboarding "cookbook" for onboarding agencies and jurisdictions, and supporting project documentation	11-20 days	Client Manager, input from Project Managers
Prepare for Kickoff Meeting Prep for initial implementation (may be completed during onsite)	3-10 days	Client Manager, Project Managers
Kickoff Meeting for and Launch Form discussion	10 days	Client Manager, Customer Success Manager, Key Stakeholders at Client

Discussions of particular implementation and transmission of relevant documentation to include marketing collateral, API, third-party integration, and bulk-uploads	10-25 days	Client Manager, Project Managers, Key Stakeholders including IT
Complete electronic launch form	1-11 days	Client - when planning is complete
Confirm email will be accepted from Rave servers	1 day	Client networking/IT
Configure / Verify Production IPs white listed and firewall settings	1 day	Client networking/IT
Prof Svcs / Tech Meeting / Status Updates / Cadence Meetings	11 days + Ongoing	All stakeholders
Review Launch Form, translate to technical requirements specs, configure core application	5-15 days	Client Manager
Coordinate/Schedule Tech Meetings as needed	Ongoing	All stakeholders
Tech review meeting with client - clarify Launch form items, firm up Go Live dates, review project Work Breakdown Structure (WBS), outstanding issues, risks, Change Control, gather branding and usage guidance for domain, follow-up dialogs. Finalize PMM/SEM documentation. Management of Project Repository as required for SUITE compliance.	15-20, Ongoing as needed	All stakeholders
Sign client up on 'Notifications' list for outage notices, release notes, and other updates	11 day	Client Manager
Statement of Work to capture requirements for alert history portal functionality	11-20 days	All stakeholders as needed
Completion of all planning documentation and project details	90 days	All stakeholders

Sample Deployment Plan for Jurisdiction / Agency

Online Kick-off Meeting

(1-1.5 hours) - Web meeting with all project stakeholders covering:

- Overview of the Platform
- Access to product resources
- Implementation process overview
  - SmartLoader options
  - Registration and authentication options
  - Integration to notification targets (RSS, CAP, social networks, etc.)
- Specific project target dates
- Next Steps

Implementation

Planning and Deployment Phase (up to 10 hours of Client Management)

- Deployment of hosted site, login credentials provided (Rave)
- Implementation of one-time data loading, general configuration
- Implementation of optional SmartLoader and enterprise authentication integrations
- Implementation of geo-targeting and map-based tools
- Functional testing and technical review
- Training for administrators and alert authors using online courseware

Project Conclusion and Transition to Standard Technical Support

- Production release milestone, customer next-steps
  - Scheduled "go-live" data
  - Preparation for full system test
  - Program marketing, support website, and related tasks
- Client Manager hand-off to Standard Technical Support process
- Project review and feedback

On-site premium training and onboarding options available at additional cost. Additional Rave Professional Services consulting hours are available at daily rate negotiated in contract.

On the client side, Rave requests the assignment of a Project Manager that will lead the deployment effort on behalf of the client. Additionally, depending on the systems that are integrated with (PeopleSoft, LDAP, etc), we may request additional team members to be directly involved in the project. Overall however, the needs on the client's side tend to be very small for Rave Alert deployments.

Responsibilities

Clearly defined roles ensure a successful implementation, operation and maintenance of Rave Alert.

Rave's responsibilities:

- 24x7 access to licensed applications
- User access to Rave Alert applications
- On-going maintenance and upgrades to licensed software
- Standard application integration services
- Training & Tier 1/Tier 2 support for client administrators
- Marketing material templates and direct Community Marketing Resources.

State responsibilities:

- Dedicated project coordination and leadership
- Determine and document organizational procedures and processes for authorized communications
- Provide information to support the authenticated login and registration process and any branding of the site.

- Methodology "cookbook" for downstream participating jurisdictions and agencies to opt-in to the system
- Organize IT and other resources as required to complete any selected integrations
- Community/staff marketing of your notification program and available services

The standard alert site implementation includes everything you need to get started quickly without having to integrate to back-end systems or user repositories. Included within the basic implementation is a single bulk user load that can be used to migrate users from existing systems or pre-populate Rave with basic contact details such names, email addresses, and mobile or landline numbers. Implementations can be completed in as little as a day including web-based training and on-demand web-based courseware for self-paced training.

The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this RFP. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

Rave's team will typically include lead staff from specific functional areas tied into project plans as needed during onboarding and beyond. Please note that individuals noted here are supported by many other Rave staff well trained and capable; assignments may vary depending on project timing changes or other availability. If necessary, substitutions will be ratified by mutual agreement during onboarding.

Functional areas and key staff include:

Accounting, Contracting and Corporate: Bill Price, *CFO* and Amy Polanik, *Contracts Specialist.* Manage all interactions with procurement and contracting.

Project Management: Wes Adams, *Engagement Manager* and Karen Kaminsky, *Director of Customer Success.* Wes has strong experience setting the pace for large and statewide implementation cycles, specifying project governance tools, tracking and project management, and overall, working with Rave's Services team to ensure a repeatable process is in place for staged deployments and deployments where different agencies opt-in asynchronously.

Solutions Architecture: Scott McGrath, *Solutions Architect.* Scott works with many of Rave's customers to implement best practices across all areas of Rave's Solutions, to optimize usage of platform functionality.

Community Marketing: Sasha Vargas, *Community Marketing Manager.* Sasha coordinates community outreach with jurisdiction stakeholders such as PIOs, Communications/PR teams, and safety agencies with community outreach, to develop effective public subscription programs to drive adoption among the public.

Customer Success: Alex Weichman, *Customer Success Manager - Mountain Region.* Alex works with customers in Nebraska, Colorado, and surrounding states, to track ongoing progress both through onboarding and beyond production launch to ensure that the State and its participating jurisdictions and agencies maintain efficiency with the platform, assess and implement programs to maximize platform success, and to provide ongoing support and customer advocacy on behalf of the State.

Please see resumes below.

The bidder should provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the RFP in addition to assessing the experience of specific individuals.

Compliant. Resumes are provided for key staff listed above.

Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

Bill Price

bprice@ravemobilesafety.com

CHIEF FINANCIAL OFFICER

RAVE

Required Skills

Description of skills and experience:

Bill served as a CPA for Arthur Andersen for 8 years and as CFO for 6 companies over 28 years with responsibility for finance, human resources, contract administration, compliance and legal matters. Bill has been a CPA since 1984. As CFO, Bill has had responsibility for the overall financial health of each of the companies he has worked with and works both internally and externally with sales and service personnel and clients to ensure proper oversight on contract, legal and compliance matters.

Name of project(s) and year(s) experience was obtained:

CFO Rave Mobile Safety – 1.5 years
CFO Mineral Tree – 5 years
CFO ZoomInfo – 7 years
CFO MarketSoft 6 years
CFO NetxPoint Networks 1 year
CFO MediQual 7 years
CPA Arthur Anderson 8 years

Start Date: August 2018	End Date: Present
Client/Project: CFO	
Employer: Rave Mobile Safety	
Description: Responsibility for Rave Mobile Safety's finances, human resources, legal and compliance functions	

Start Date: June 2013	End Date: July 2018
Client/Project: CFO	
Employer: MineralTree	
Description: Responsibility for MineralTree's finances, human resources, legal and compliance functions	

Start Date: June 2006	End Date: June 2013
Client/Project: CFO	
Employer: ZoomInfo	
Description: Responsibility for ZoomInfo's finances, human resources, legal and compliance functions	

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	*Bachelor of Science*	Year Completed: 1983
Program	Major(s) area of study: Finance and Accounting	Minor area of study:
University	Northeastern University, Boston, MA	

Certifications/Affiliations	
Name	CPA
Topic/Description	Certified Public Accountant
Date completed	1984

REFERENCES

Bob Hiss	MarketSoft
273 Adams Street, Milton, MA	
617-504-3851	

Mike Kozub	MarketSoft
21 North Glen Drive, Mashpee, MA	

508-479-9774

Daniela Joggi	MineralTree
83 Orchard Street, Salem, MA	
781-835-0176	

Alex Weichmann

CUSTOMER SUCCESS MANAGER

awelchmann@ravemobilesafety.com

RAVE

Responsibilities:	Customer Success Manager – Mountain Region

Required Skills

Description of Skills & Experience

Partners with new and existing customers to ensure their Rave products work in an expected, effective and beneficial way. Serves as a holistic point of contact for our customers in the Mountain region and coordinates resources to ensure clients have everything they need to implement their Rave solutions and keep their communities safe. Trusted advocate for the customer with a focus on building productive, long-term partnerships.

4 years of experience in emergency communications with the largest PSAP in Colorado - helping to answer, triage and dispatch over 1.3 million calls a year and facilitate critical training for new and tenured employees.

Experience

Start Date: 09/2018	End Date: Present
Client/Project:	
Employer: Rave Mobile Safety	
Title: Customer Success Manger – Mountain Region	
Description: Work with new and existing customers to find value and success leveraging Rave solutions.	

Start Date: 07/2019	End Date: Present
Client/Project: OK State Dept. of Education / Oklahoma School Safety Initiative – Rave Panic Button	
Employer: Rave Mobile Safety	
Title: Customer Success Manger	
Description: Provide all Public and Charter Schools that have elected to use Rave Panic Button ongoing assistance/support with the solution post deployment	

Start Date: 09/2014	End Date: 09/2018
Client/Project:	

Employer: City of Denver 911
Title: Agency Trainer (2017-2018), Police Dispatcher (2016-2017), Emergency Communications Operator (2014-2016)
Description: Provide full performance level training work through classroom instruction of newly hired employees. Prioritize and dispatch police related incidents through use of CAD software and radio communications. Triage high-volume of emergent and non-emergent calls for assistance and provide lifesaving pre-arrival instructions in medical emergencies.

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	Bachelor of Science	**Year Completed:**
Program	**Major(s) area of study:** Business Management (Marketing emphasis)	**Minor area of study:**
University	Colorado University, Denver (2011-2014) Colorado State University (2007-2008)	

Certifications/Affiliations	
Name	Association of Public-Safety Communications Officials Communications Training Officer, 5th Edition Instructor INS-46912-00011
Topic/Description	Public Safety Communications training
Date completed	02/20/2018

Certifications/Affiliations	
Name	FEMA ICS 100 & 200 FEMA NIMS 700 & 800
Topic/Description	Incident Command and Management
Date completed	Oct. – Nov. 2014

REFERENCES

Rodney Neff, Emergency Management Director	City of Cuba
202 N Smith St, Cuba, MO 65453	
573-205-1102	

Andrea Wilson, Public Education Coordinator	Montgomery County Emergency Communications District
150 Hilbig Road, The Woodlands, Texas 77301	
936-523-5917	

Jennifer R. Schwartz, Police Operations Manager	City and County of Denver
12025 East 45th Avenue, Denver, Colorado 80239	
720-913-2017	

Wes Adams

ENGAGEMENT MANAGER

wadams@ravemobilesafety.com

RAVE

Other Key Personal Proposed Resources	
Proposed Resource Name:	Wes Adams
Responsibilities:	Contractor Service Manager

Required Skills

Description of skills and experience:

16 years in state government and public safety projects.

4 years of business experience in the management of provision of services as the primary point of contact.

3 years of experience in managing organizational change and facilitating problem resolution.

Start Date: May 2019	**End Date:** July 2019
Client/Project: John Gilliams (DivComm) John.Gilliams@delaware.gov 856-580-3927. **Delaware** Panic Button School Safety Project.	
Employer: Rave Mobile Safety	
Description: Roll out Rave Mobile Safety Panic Button app to all public schools in state of Delaware	

Start Date: July 2019	**End Date:** Ongoing
Client/Project: Jon Parker (OSDE Executive Director of School Safety & Security), 405-521-6387 Jon.Parker@sde.ok.gov. Oklahoma School Safety Initiative – Rave Panic Button	
Employer: Rave Mobile Safety	
Description: Rolling out Rave Panic Button to all Public and Charter Schools in Oklahoma.	

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	*Bachelor's Degree*	**Year Completed:** 1998
Program	**Major(s) area of study:** Business Administration	**Minor area of study:**
University	*Eastern Nazarene College*	

Additional Education		
Degree (i.e. PhD, Master's, Bachelors)	*Master's Degree*	Year Completed: 2019
Program	Major(s) area of study: MS in Management & Leadership	Minor area of study:
University	**Eastern Nazarene College**	

Certifications/Affiliations	
Name	Project Management Institute – Project Management Professional (PMI-PMP). License: 1791395
Topic/Description	Industry standard certification for project management
Date completed	2015

Certifications/Affiliations	
Name	DevOps Foundations V2. License: GR797002335JA
Topic/Description	From DevOps Institute. Certifies knowledge of DevOps Foundation and Application
Date completed	2017

Certifications/Affiliations	
Name	Change Management Foundation. Certificate: 04219970-01-NXQT
Topic/Description	From APMG International. Certification of best practice Change Management processes and application
Date completed	2017

Certifications/Affiliations	
Name	Certified Agile Service Manager (CASM). License: GR798000307JA
Topic/Description	DevOps Institute. Process for bringing Agile Project Management Methodology to Process Development and Process Improvement
Date completed	2017

Certifications/Affiliations	
Name	Certified Scrum Master (CSM). License: 780261
Topic/Description	Industry standard certification for knowledge of Scrum Master role in Agile Project Management from ScrumAlliance.Org
Date completed	2018

Certifications/Affiliations	
Name	Professional Scrum Master I (PSM1). Cert - 236897
Topic/Description	Scrum Master Certification from Scrum.Org
Date completed	2017

Certifications/Affiliations	
Name	Emergency Number Professional (ENP)
Topic/Description	National Emergency Number Association (NENA), certification for working in and managing 9-1-1 Call Center.
Date completed	2015

REFERENCES

Joe Patout	Louisiana State Police
Joseph.Patout@la.gov	
225-202-5303	

John Gilliams	State of Delaware
john.gilliams@delaware.gov	
856-580-3927	

Jon Parker	State of Oklahoma
Jon.Parker@sde.ok.gov	
405-521-6387	

John Mauro

DIRECTOR OF INFORMATION SECURITY

jmauro@ravemobilesafety.com

RAVE

Proposed Resource Name:	John Mauro
Responsibilities:	Security Officer

Required Skills

Strong grounding in information security principles for cloud-based technology, FedRAMP

Description of skills and experience:

John is a highly-skilled cybersecurity and IT risk management professional with over 25 years of experience which came from holding both technical and leadership roles in startups, public corporations, consulting companies, and the US Department of Defense.

Prior to joining Rave, John oversaw key information security functions for a publicly traded $4B global Fortune 1000 corporation.

John is a retired Army Reserve Officer with 3 deployments to South West Asia where he lead response teams to regions in Iraq, overseeing the Iraq combat network during key retrograde operations and lead planner for various cyber operations. During his final deployment he commanded a cyber unit and was the Deputy Director of the SWA Cyber Center overseeing cyber defensive and IT operations.

During his deployments he earned a Bronze Star, Iraq Campaign Medal, Meritorious Service Medals and Global War on Terrorism Expeditionary Medal.

John has implemented NIST 800-53 controls for FISMA, FedRAMP and corporate environments. Also, during his deployments he conducted assessments and oversaw control implementation

Name of project(s) and year(s) experience was obtained:

- Agency FISMA ATO – 2 years
- FedRAMP Government Services – 1 year
- FedRAMP Rave Alert – 6 months
- Various projects during deployments 3 years

Start Date: Sept 2016	End Date: July 2018
Client/Project: FISMA buildout and operate	
Employer: Iron Mountain	
Description: Impalement two FISMA certified systems,	

Start Date: Jan 2018	End Date: July 2018
Client/Project: FedRAMP build outs	
Employer: Rave Mobile Safety	
Description: led 1 FedRAMP build out and assisted in 1 FedRAMP build out	

Start Date: July 2018	End Date: on-going
Client/Project: FedRAMP-GetRave	
Employer: Rave Mobile Safety	
Description: leading FedRAMP build out	

CISSP Certification
- CISSP since 2001
- CISM since 2015
- CBCLA since 2019
- CEH since 2011
- Six Sigma Green Belt since 2011

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	BS/BA	**Year Completed: 1988**
Program	**Major(s) area of study:** Organizational Communications	**Minor area of study:**
University	Emerson College	

Additional Education		
Degree (i.e. PhD, Master's, Bachelors)	*Masters*	Year Completed: 2006
Program	Major(s) area of study: Information Assurance	Minor area of study:
University	Norwich University	

Technical or Professional Training	
Course Name	Various SANS and DoD cyber security courses
Topic	*(include credit hours if applicable)*

REFERENCES

Troy Blanchard	
Troy.blanchard@comcast.com	
603-566-8697	

Mark Pielocik	
mpielocik789@verizon.net	
774-571-1419	

Kheun Chan	
kheunc@yahoo.com	
601-721-8925	

Karen Kaminsky

DIRECTOR OF CUSTOMER SUCCESS

kkaminski@ravemobilesafety.com

RAVE

Other Key Personal Proposed Resources	
Proposed Resource Name:	Karen Kaminski
Responsibilities:	Director of Customer Success

Required Skills

Description of Skills and Experience:

20+ years in leading customer facing teams to deliver a 'customer first' experience and serving as a global customer advocate. Additional 14 years' experience in the public safety sector as a 911 dispatcher.

The Director of Customer Success leads the team that's responsible for ensuring that our customers leverage the full capabilities of their Rave solutions. Further, the Director will contribute to Rave's overall Customer Success strategy, enabling us to continue scaling the organization and effectively supporting our customers as we experience rapid growth.

Start Date: 12/2019	**End Date:** Present
Client/Project:	
Employer: Rave Mobile Safety	
Title: Director of Customer Success	
Description: The Director of Customer Success leads the team that's responsible for ensuring that our customers leverage the full capabilities of their Rave solutions. Further, the Director will contribute to Rave's overall Customer Success strategy, enabling us to continue scaling the organization and effectively supporting our customers as we experience rapid growth.	

Start Date: 2/2014	**End Date:** 12/2019
Client/Project:	
Employer: Thermo Fisher Scientific	
Title: Sr Manager of Customer Service and Service Operations	
Description: Responsible for managing and leading the customer service team and managing and improving the operations of all the functions within the EPM global service department. Responsibilities include: Increasing the service team bench strength across the service department, improving strategic planning for Customer Service and Service Operations, servicing as the global customer advocate for the service team, and leading process development and implementation through LEAN tools to support "customer first" initiatives.	

Start Date: 2/1997	End Date: 8/2010
Client/Project:	
Employer: Douglas Police Department	
Title: Police Dispatcher	
Description: Dispatcher for Police, Fire and Emergency Medical Services Responsible for assessing and prioritizing calls from telephone, radio and walk ins and providing the appropriate responses	

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	Bachelor of Science	**Year Completed:**
Program	**Major(s) area of study:** Education	**Minor area of study:** Art and Russian Lit.
University	Worcester State University	

REFERENCES

Chief Nick Miglionico,	Douglas Police
33 Depot Street, Douglas, MA 01516	
508-476-3333	

Kelly Bean, Senior Manager HR	Thermo Fisher Scientific
27 Forge Parkway, Franklin, MA 02038	
585-315-1731	

Audrey Carroll, Senior Contracts Manager	Thermo Fisher Scientific
27 Forge Parkway, Franklin, MA 02038	
401-742-3276	

Christine McKay, Director, Sales Operations	Thermo Fisher Scientific
27 Forge Parkway, Franklin, MA 02038	
508-298-9376	

Sasha Vargas
COMMUNITY MARKETING MANAGER

svargas@ravemobilesafety.com

RAVE

Other Key Personal Proposed Resources	
Proposed Resource Name:	Sasha Vargas
Responsibilities:	Community Marketing Manager

Required Skills

Description of skills and experience:

Social Media Specialist - Informed citizens about emergency incidents during natural disasters at Charleston County Emergency Management. 2 years' experience.

9-1-1 Public Education & Public Information - Educating and informing the citizens at Charleston County, SC about 9-1-1 and Smart911. 5 years' experience.

Start Date: 2/26/2018	**End Date:** 3/15/2018
Client/Project: Montgomery County Department of Public Safety	
Employer: Rave Mobile Safety	
Title: Community Marketing	
Description: Best practices to promote Smart911 and Rave Alert	

Start Date: 10/1/2018	**End Date:** 10/18/2018
Client/Project: Charleston County 9-1-1	
Employer: Rave Mobile Safety	
Title: Community Marketing	

Description: 9-1-1 Education

Start Date: 8/22/2019	End Date: 9/20/2019
Client/Project: Dubuque 911 Center/Smart911 Promotion	
Employer: Rave Mobile Safety	
Title: Community Marketing	
Description: Best practices to promote Smart911	

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	Bachelors	Year Completed: 4
Program	Major(s) area of study: Marketing	Minor area of study: Accounting
University	*University of Sacred Heart, San Juan, PR*	

Technical or Professional Training	
Course Name	Social & Digital Media Training
Topic	*(include credit hours if applicable)*
Date taken	3/3/2016

Certifications/Affiliations	
Name	Supervisor Training
Topic/Description	
Date completed	9/10/2019

REFERENCES

Ty Wooten	NENA
twooten@nena.org	
317-473-5700	

Jim Lake	Charleston County Consolidated 9-1-1 Center
jlake@charlestoncounty.org	
843-529-3700	

Sonya Lopez-Clauson	Greater Harris County 9-1-1
sonya@911.org	
843-529-3700	

Scott McGrath

PUBLIC SAFETY SOLUTIONS ARCHITECT

smcgrath@ravemobilesafety.com

RAVE

Other Key Personal Proposed Resources	
Proposed Resource Name:	Scott McGrath
Proposed Classification:	Solutions Architect

Required Skills

Description of Skills and Experience
Name of project(s) and year(s) experience was obtained:

Scott has over 30 years of experience in technology companies.

Over the last 12 years, Scott has worked with over 100 Rave Mobile Safety product deployments as Client Manager and in other roles at Rave; he is considered a technical expert on many aspects of our products.

Scott has conducted several client on-site training engagements specifically focused on IPAWS usage and best practices with our Rave Alert product line.

Start Date: 1/10/2015	**End Date:** Present
Client/Project: City of Seattle WA ENS Implementation and ongoing support	
Employer: Rave Mobile Safety	
Title: Solutions Architect	

Start Date: 2014	**End Date:** Present
Client/Project: Fairbanks North Star Borough (FNSB), Alaska – Rave Alert for Public Safety, Rave 911 Suite training and ongoing support	
Employer: Rave Mobile Safety	
Title: Solutions Architect	
Description: Worked with FNSB on several engagements, including solutions architecture, training on Alert and Rave 911 features such as dispatcher text-from-911 features and Rave Facility profiles management, in three onsite 2-day sessions. IPAWS configuration and training in 2019. Facilitated coordination between the University of Alaska system and the FNSB as both utilize Rave Alert. Primary project contact with FNSB has been David Gibbs, dgibbs@fnsb.us , (907) 459-1481 in the Office of Emergency Management.	

Start Date: 9/2012	End Date: Present
Client/Project: Indiana University System	
Employer: Rave Mobile Safety	
Title: Solutions Architect	
Description: Indiana University migrated from a competitive platform with a need to support 9 large campus locations, supporting emergency messaging at both the individual campus as well as system-wide. Initial Client Management activities include solutions architecture, configuration, data management and SSO integrations to automate data management for over 100,000 students, faculty and staff, and implementation of features and training. After initial onboarding, our process transitions the customer to standard support and Customer Success management. Primary project contact with IU has been Marge Abels, mrabels@iu.edu , 812-855-6609 in the Office of Emergency Mgmt	

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	*Bachelor of Arts*	**Year Completed:** 1982 Summa Cum Laude
Program	Major(s) area of study: English	**Minor area of study:**
University	*Rutgers*	

Additional Education		
Degree (i.e. PhD, Master's, Bachelors)	*Master of Arts* *Masters of Philosophy*	Year Completed: 1984 1986
Program	Major(s) area of study: *English*	Minor area of study:
University	Rutgers	

REFERENCES

David Gibbs	Fairbanks North Star Borough
dgibbs@fnsb.us	
907-459-1481	

Marge Abels	Indiana University
mrabels@iu.edu	
812-855-6609	

Kenneth Neafcy	City of Seattle
Kenneth.neafcy@seattle.gov	
206-233-5076	

Proposed Resource Name:	Amy Polanik
Proposed Classification:	Contract Administrator
Key Personnel:	Yes ☐ *or* No ☒
If resource is associated with a subcontractor provide name of company:	N/A
Percentage of time resource will be allocated to project:	As required

Contractor: List the skills and experience that qualify the individual for the duties and responsibilities on this project for the proposed role. Provide the name of the project(s) and the year(s) the experience was obtained.

The experience requirements detailed in the RFP are restated as follows:

Required Skills
Description of skills and experience:
Amy is a highly-skilled Senior Contracts Specialist with over seven years of experience managing the contract process. She joined Rave in 2016, where she currently supports the sales team with all contractual matters. Amy has a solid understanding of legal and the necessary skill set to successfully negotiate contracts with clients across various industries.

Name of project(s) and year(s) experience was obtained: Amy has worked on hundreds of contracts at Rave and many more over her seven years of experience.

Education: Bachelor's degree
List your degree and the conferring institution;
Bachelor of Science – Business Administration, Northeastern University

List client references for work performed to meet the requirements stated above, and all projects the proposed resource has worked on in the last three (3) years. A minimum of three (3) references are required. By submission of this information, the Bidder and identified key person authorize the State of Michigan to contact references and previous employers provided to verify the accuracy of the information. Provide the identified information for each:

Start Date: August 2019	**End Date:** October 2019 (Contract Negotiations)
Client/Project: Dane County, WI	
Employer: Rave Mobile Safety	
Title: Contract Admin	

Rave Mobile Safety

Description: Rave responded to Dane County's Emergency Notification System RFP and was awarded the contract in August 2019. Agreement on the contracts terms was reached in October 2019, and Rave now provides the County with the Rave Alert for Public Safety services.

Start Date: October 2019	End Date: January 2020 (Contract Negotiations)
Client/Project: Snohomish County	
Employer: Rave Mobile Safety	
Title: Contract Admin	
Description: Rave responded to the Snohomish County's Emergency (911) Notification Solution RFP and was awarded the contract in October of 2019. Rave and Snohomish County have successfully negotiated a contract, and Rave will provide Snohomish County with the Rave Alert for Public Safety services in the next few months.	

Start Date: October 2019	End Date: December 2019 (Contract Negotiations)
Client/Project: Westminster, CO	
Employer: Rave Mobile Safety	
Title: Contract Admin	
Description: Rave responded to Westminster's Mass Notification System RFP and was awarded the contract in October 2019. Rave and Westminster agreed to contract terms in December 2019, and Rave now provides the City with Rave Alert for Public Safety and Rave Panic Button.	

EDUCATION

Education		
Degree (i.e. PhD, Master's, Bachelors)	*Bachelor of Science*	**Year Completed:** 2010
Program	**Major(s) area of study:** Business Administration	**Minor area of study:** Finance, Marketing
University	*Northeastern University*	

REFERENCES

Fran Di Savino	In Counsel
fran@incounsel.com	
617-696-0226	

Stuart Lemle	Land & Lemle
Stuart.Lemle@LandLemle.com	
202-413-9600	

Amy Weston	Company Counsel
amy@companycounsel.biz	
617-785-0315	

j. SUBCONTRACTORS

If the bidder intends to subcontract any part of its performance hereunder, the bidder should provide: name, address, and telephone number of the subcontractor(s);
Rave does not utilize sub-contractors at this time, and does not expect to utilize subcontractors for project work related to this bid.

i. name, address, and telephone number of the subcontractor(s);
Not applicable.

ii. specific tasks for each subcontractor(s);
Not applicable.

iii. percentage of performance hours intended for each subcontract; and
Not applicable.

iv. total percentage of subcontractor(s) performance hours.
Not applicable. 0%

2. TECHNICAL APPROACH

The technical approach section of the Technical Proposal should consist of the following subsections:

a. Understanding of the project requirements;

The Rave Mobile Safety platform provides different capabilities that you can configure based on your needs and desired employee protection goals, and our different solutions integrate with one another to provide a *total critical communications* system. For example, our mass notification system can send in-app push notification alerts to our safety app, allowing you to reach app users even when they do not have cell service.

Our platform deals comprehensively with all aspects of critical communications, supported on a robust, geo-redundant public safety-grade hosted infrastructure. The range and scalability of our platform uniquely position us to provide a view of your overall operational security and safety holistically and to provide best practices not just based on mass notification standards, but also experience with safety apps and public safety systems.

Add Recipients From	Target Recipients By	Reach Them With
Sign Up Portals	**RAVE ALERT™**	SMS
9-1-1 Databases		Voice
Other Systems via API		Email
Vulnerable Needs Registry	**Any combination of:**	Facebook
Employee Databases	• List Membership • Location • Attribute • Vulnerability • Custom Selection	Twitter
Admin Console		Websites
		IPAWS
		CAP
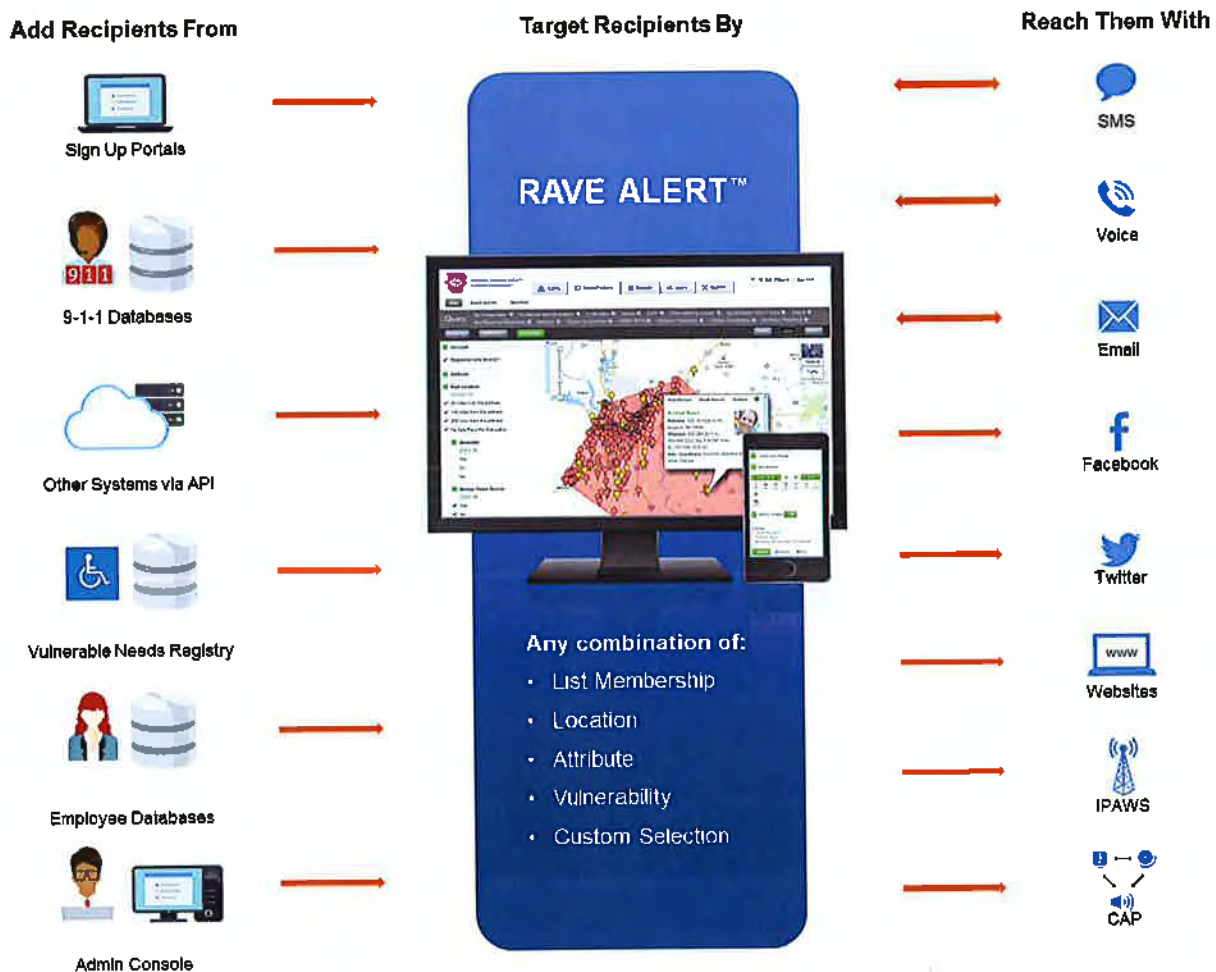
Rave Alert features substantial capabilities for public notifications. Rave would be pleased to show the State some of the advanced community notification features in use by agencies across the US. Additional capabilities for public notifications include:

- Fully accessible subscription portal, including options to support assisted signups
- Free downloads of our public notification mobile app
- Real-time Geographic Targeting of app users based on current location
- Option to receive location-aware weather notifications anywhere in the US
- Full functionality of the web-based portal registration process within the app
- Geographic targeting based on resident and business addresses
- Robust IPAWS support, including support for the IPAWS Labs Cloud test environment
- Multi-lingual interface supporting up to 96 international languages for the collection of user data
- Outbound automated translation of messages based on the user's preferred language
- Users of the Juvare WebEOC platform can provision the Rave Alert Extension for WebEOC and leverage Rave's exclusive partnership with Juvare for integrated communications directly within WebEOC incident management boards
- Sub-category alert opt-ins can be created in less than a minute
- Privacy protected, ad-free, highly secure and reliable platform
- Vendor support for end users of public portal and related tools
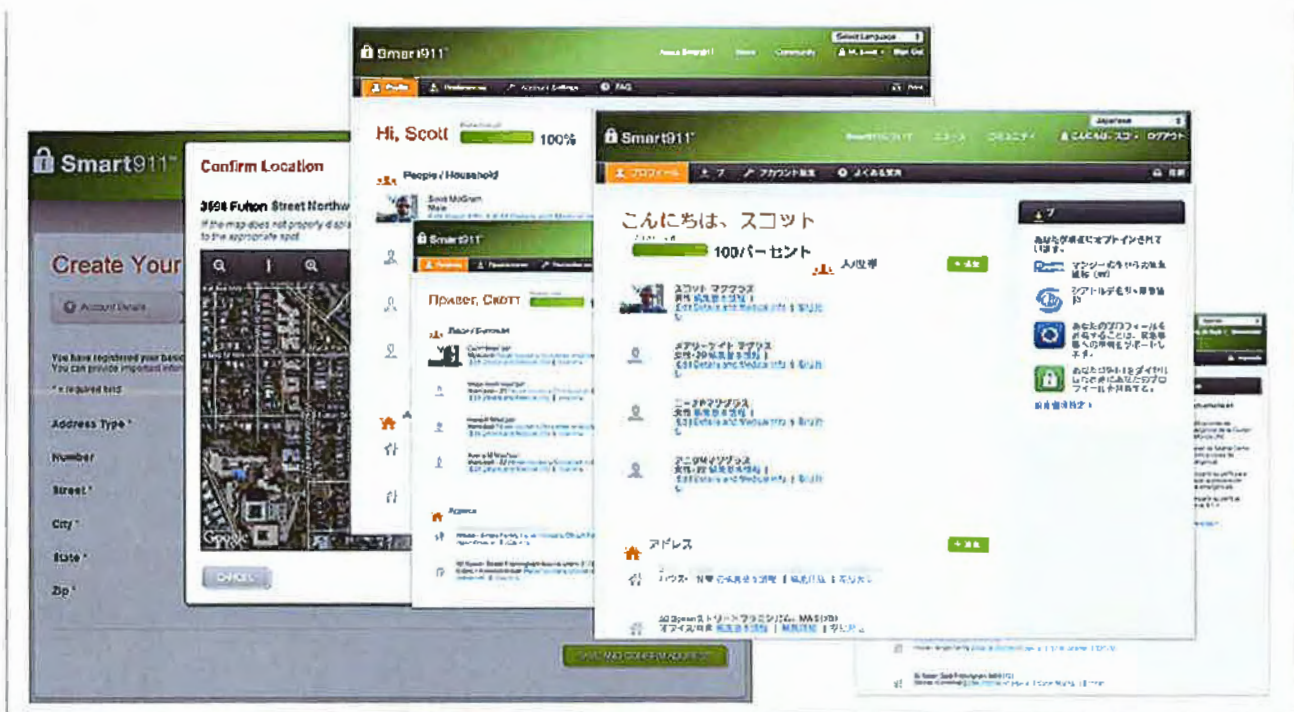
Web-Based, Citizen-Provided Vulnerable Needs Registry

In addition to the many alerting features and features that support public notifications, the optional **Rave Prepare**™ functionality can be enabled for the public to support residents with access and functional needs, people with disabilities, and other at-risk populations who may need support during emergency management events.

With Rave Prepare, residents may volunteer medical information and access or functional needs details through an online portal for emergency planning, response, and recovery. During a disaster, emergency managers easily identify residents in need of assistance, communicate with them, and assign resources to send help.

The interactive web-based map interface allows emergency managers to create queries by demographics or location to single out any group or segment in need of assistance. Rave Prepare enables you to plan ahead and proactively respond to disasters and other emergencies including:

Emergency management is able to configure the product to request specific information from residents choosing from a library over 200 common questions. Emergency managers can then leverage Rave Prepare to run geographically targeted queries to identify specific needs in a given area, and can instantly send two-way messages, even polls, based on the results.

Send the right actionable message to each individual rather than a broadcast notification. For example, you could send a poll question by text, email, and voice to your at-risk segment to determine their need and ask for a response.

Access Controls - Maintain Boundaries, Prevent Accidents

Rave Alert allows for "opt in" groups from which users may elect to receive messages. These preferences are managed through a user console or remotely by the customer and fed to the system via batch data integration or real-time integration via web services. These groups may be defined

natively within Rave Alert or uploaded from another system Rave Alert allows for "opt in" groups from which users may elect to receive messages. Rave provides several optional interfaces to support opt-out, and captures date/timestamp for all full opt-out actions in reporting.

We offer customizable permission levels so you can adjust and assign access to different Rave Alert tools in ways that match your current organizational structures and emergency management procedures.

Rave Alert supports standard roles with defined and distributed permissions, and you can create **custom roles** to configure access to nearly every product feature and every delivery mode in your system. You can stipulate, for example, administrators' read-only or read-write access to subscriber data, their ability to create or edit groups, save templates, manage alert distribution lists, and much more. The interface will only show your administrators tools they can use, simplifying the system for people who need to quickly send alerts without distractions, and supporting distributed administration models within your organization. This enhances both ease of use and organizational security.

Custom roles can also control access to specific data objects within the system, for example:

- Selective access to recipient groups (with or without create and save permissions)
- Selective access to individual alert templates (with or without create and save permissions)
- Selective access to delivery modes such as text, voice, email, and social media, as well as integrated systems such as sirens, IPAWS, and digital signage
- Selective access to specific social network pages or accounts on Facebook or Twitter
- Selective access to website feeds, e.g., where administrators at one location should only publish to specific websites
- Selective access to profiles that function as presets for *branding and administrative settings* such as Caller IDs on voice calls and email header and footer content
- Selective access to the Shape Library shapes available in the system
- Selective access to reporting features
- Selective access to a range of tools for managing subscriber data
- Selective access to Rave Prepare functions supporting emergency management decision making
- Selective access to system administration and related configuration settings
- Selective access to multiple IPAWS COG profiles

Rave Alert includes several default administrative roles:

- **Domain Administrator** - A Super User who can access all product features, manage user data, configure the product, and assign administrative roles.
- **Broadcast Alert Administrator** - An Alert author who can send broadcast alerts and view relevant reporting on those alerts. Broadcast Alert Admins view a very clean interface with few tools, supporting limited or occasional use. This admin cannot edit or access subscriber data attributes, improving both site security and compliance with FERPA and other privacy standards. To simplify the interface further, you can limit a Broadcast Alert Administrator to choosing from pre-configured alert templates.
- **List Administrator** -- An alert author who can send broadcast alerts only to specific user lists, and view reporting based on those alerts. You can assign any number of lists to a List Admin,

but they cannot message users outside of these lists. Limited permissions like this can address a wide variety of authorization requirements and departmental situations. To simplify the user experience further, you can limit a Broadcast Alert Administrator to choosing from pre-configured alert templates.

- **Managed Contact** - A managed contact is a general role for subscribers flagged as "guest" users - users added via *ad hoc* spreadsheet upload, often covering contractors, interns, food services or other facilities contractors, affiliated agency contacts - users who are not typically stored in enterprise directories, but who are important to your organizations and who need to receive your communications.
- **User** - Standard subscriber role for message recipients.

You can create unlimited administrators, and assign unlimited administrators to each role, default or custom, at no additional charge. We provide on-going web-based training options for all administrators.

When an administrator/activator is assigned an RBAC role, the user is instantly assigned feature permissions. Enhanced RBAC allows specific objects such as templates, subscriber lists, accounts and profiles, all from a single assignment. These powerful tools make for a safer system that removes functionality not appropriate to users in roles and at the same time simplifies activations by showing only relevant features.

To address the inquiry after overall product features and benefits, this brief summary table follows highlighting some of the key features of Rave Alert:

Rave Alert Features and Benefits Summary

Rave Alert Feature Summary	
Rave Capability	Description / Benefit
Self-Service Portals and Participation	
Self-Service public portal	Subscriber portal for the public
Signup available via public safety mobile app	End user app to create opt-ins, manage subscriptions, add household members, devices, pets and more
Signup support for community users with assistants/caregivers	Residents without email, access to computers, or in facilities can have account managed by caregivers
Address and map rooftop location validation / clean-up	Validated, more accurate data
Household accounts support any number of residences and business addresses	Ensures everyone in your communities can receive relevant alerts (e.g., commuters)

Service offerings presented based on location	Subscribers are shown all available notification services for all household addresses
No limits on personal mobile devices, email accounts, and landlines	Everyone in household is covered, every device supported
Portal available in over 90 languages for non-English speakers	Access all portal features for inclusive communications
Patented automated account updating technology	Automated reminder systems with fine-grained privacy and opt-in controls for residents
SMS Opt-in Optional Feature – Text to opt-in, available for both public events or private group affiliations, long or short term durations. Note: SMS Keywords are licensed as add-on functionality. Please see Pricing for details.	"Low friction" subscription mechanism Adds users to system indefinitely, over a duration of days, or up to a specific date at your choice. Use for community events, emergency-specific sign ups, and more....
Messaging	
Unlimited message and admin account licensing model	Use the product every time you need to with predictable costs
Multi-modal – One interface to activate by multiple delivery methods	SMS/Text, Email, Voice, RSS, Common Alerting Protocol (CAP), social media, IPAWS and more
SnapSend – Super simple customizable workflow options	"Easy button" style interface for users who need simplified workflow
"Call Me" voice recording or Text-to-Speech	System can call administrator phones and prompts to record message. Natural language TTS typically used by default
Geo-Polling and Response – Send poll questions, receive responses with optional location, send follow up messages to specific responses.	Check-in, Reunificiation, Callouts, staffing notifications and more. No app required!
Quota polling – Popular for staffing needs	Manage staffing assignment requests until needed staff coverage is complete
Critical Message Branding features:	
Email profile features	Brand emails: configure specific sender name, reply routing, and header and footer logos for instant selection
Voice profile feature	Sets customized CallerID and related voice settings for each alert
Introductory text and voice features	Prefix text and voice messages with official branding

Conference Blast™ responder conferencing	"Press 1 to join your conference line" – auto-enters conference PIN when desired
Auto Translation	Text and email messages can be automatically translated into up to 60 languages
Reporting	Significant reporting features with summary and detail report views
Follow-Up Alerting	Send follow up messages via previous selections, response/non-response status, specific poll respondes and more
Template Protection	Warn alert authors when placeholder content has not been modified before sending
Training Mode	Use the system with all role-based permissions in place, but disables sending of messages by all delivery methods
Automated Weather Notifications	Predicted path storm notifications, geography-aware, automated, targeted notifications. Smartphone app also supports user-chosen weather notifications based on current location
Rave Prepare (optional) Features of Rave Alert	
Access and Functional Needs Registry capability	Connects the public to Emergency Management to provide jurisdiction-chosen questions
Fully integrated alert messaging and polling based on geo-spatial queries	Emergency managers build queries against user information and geographic area selections to find and message targeted populations
Distribute information to field responders	Query results can activate messages and polls, but can also be printed and exported for use in field or other operations
Configure registry data based on a library of over 200 standard questions	Standard emergency management questions across a range of topics
Integrations	
Rave Alert Extension for WebEOC from Juvare	Integrates Rave Alert messaging and reporting directly within the WebEOC incident management system
Native integration with Alertus, Inc. products	Supports customers utilizing any Alertus technology for on-premise systems
Extensive Support for Common Alerting Protocol (CAP)	Industry- and FEMA- standard protocol for integrating safety systems
- As CAP Producer	Activate remote systems from a single multi-modal alert
- As CAP Consumer	Accept activations from other systems

IPAWS	Access-controlled COG functionality as well as support for IPAWS Labs Cloud test environments
Authentication with enterprise identity management or directory services	Provides unified authentication or single sign-on capabilities for product access
- Emergency login feature	Grants system access to administrators when customer authentication services are under maintenance or unavailable
Social media integration, access-controls by service and/or specific accounts if required	Supports any number of Facebook or Twitter accounts, and selective access to all or individual accounts by role
RSS	Supports a generalized RSS alert feed, most commonly used for automated website updates
FedRAMP / GovCloud	FedRAMP GovCloud solution option
Rave SmartLoader ETL platform	
Automated contact provisioning for staff and employee accounts from ERP/HR systems	Batch-oriented automated updates
Group segmentation automation	Segment users into addressable group structures for targeted messaging
Support for a wide range of "guest user accounts", e.g., collaborative agencies, contractors, interns, visitors and many others	Support users not included in official ERP/HR systems for *ad hoc* account provisioning
Opt-in Staff Portal	Separate portal from public portal for controlled access for agency and jurisdictional staff
Real-time API for User Management, individual messaging applications	Optional real-time RESTful web services integrating
Sophisticated contact validation features	Data validation, ongoing freshness checks on key data
Automated reporting with detailed information	Qualitatively superior reporting details and helpful data validation and exception reporting
Onboarding, Training, and Support	
24 x 7 Emergency Hotline support	Hotline staffed by domestically located Rave staff
Community Marketing support	Rave provides a range of tools and services to help communities spread the word about their safety programs

Project planning and onboarding	Rave has experience with statewide and similarly large scale deployments of its technology, providing detailed and collaborative project management coordinating all implementation activities
Rave Academy online training resource	Training courseware and certifications for all Rave products available online 24x7
Responsive support	Clear and responsive support process to manage ongoing post-deployment tasks
Dedicated Customer Success team	Rave provides dedicated resources to provide strategic support over the life of the implementation

24 x 7 Support via the Rave Support Center

The product is well supported by extensive documentation. Rave Alert links to the Rave Support Center on every page of the administrative interface. Features of the Support Center include:

- Complete online help system for the administrative user interface
- A searchable knowledge base of helpful information and product FAQ
- Links to the Rave Academy and all other instructional tools available to administrators
- Materials for customers who require "train-the-trainer" style content for local instruction
- Best Practices documentation
- The Rave Alert Subscriber Marketing Toolkit
- Best Practice Guide for Configuring Role-Based Access Controls (RBAC)
- Detailed technical documentation covering all integration points
- "What You Need To Know" section
- Product Update information and Release Notes for past and upcoming releases
- Access to the user's support ticket histories

RAVE ALERT

TOP QUESTIONS

> Customer Webinar Resources: New Features and Best Practices

> How to tell if a user changed their data in Alert

> Copy Broadcast Admins on Alerts

> Private Groups in Alert

> Adding Users without email addresses in Alert

RESOURCES

> What's New - August 20th Rave Alert Release

> Contacting Rave Technical Support

> Emergency Login and Emergency Hotline

> How Do I Stop Receiving All Messages?

> Do I need to confirm my phone for Alerts?

Hi Scott McGrath,

We have tutorial videos available to you. Click here to see all of the Rave Alert videos available.

ALL VIDEOS

Help by Topic

b. *Proposed development approach;*

The Rave Alert platform has been developed so that our customers can implement equally effective solutions in large or small environments, with complex or comparatively simple requirements. The goal is to apply the benefits of the platform's rich product feature set against each agency's specific requirements for effective public safety communications. Our goal is a fine-tuned notification solution that adjusts to the needs of each organization. Rather than require that each agency "develop" a unique solution, Rave Alert becomes the platform where high value features are easily combined and configured to best fit each agency, department, and jurisdiction using it for public as well as internal communications.

Each instance of Rave Alert manages customized workflows, task specific Rave's experience has taught us that large implementations of our platform products, especially alert notification tools like Rave Alert, benefit most from a reproducible methodology that first develops clear program goals and an agile rollout plan that can support autonomous deployments of Rave Alert in easy-to-reproduce, clear, and effective steps, meeting all key program objectives for the State overall, to configure alerting that is ready for daily use across the State.

With thousands of Rave Alert customers deploying our systems for over 15 years, our Services teams have encountered nearly every combination of options, best practices, and project management issues in typical notification system deployments. Our experience with Statewide project initiatives such as this suggests that scale is best managed by discrete plans at the jurisdiction and agency levels, but executed with an agile, easy-to-follow project plan rightsized for each agency. In our experience, program goals, guidelines, standards and policies are managed and measured at the State level, while the practical details required to manage distributed, often autonomous, agencies and stakeholders needs to be "local" - focused on the specific feature requirements, use models, required communications needs, and overall organizational communications fit within each agency.

Well over 95% of current Rave Alert deployments are completed using online and electronic tools. A large majority of Rave Alert customers are trained using our unlimited online platforms such as the Rave Academy online training center. A mature support process like ours evolves strong support processes and systems: for example, support ticket histories directly within product interfaces; excellent documentation both in context within the product, in formal documentation, and across our Knowledge Base tool linked on every screen of the system.

Project management methodologies can be flexible; many of our deployments utilize an agile-modified PMI style project model with milestone tracking. One critical success factor is the availability of project management oversight from the State, in particular, someone who Rave's Client Managers and program staff can rely on to connect us to key stakeholders and needs tied to project milestones in order for us to complete our deployment schedules agreed up during initial program planning phases.

c. Technical considerations;

Alert system integrations can point in two directions:

1. **Authentication and Data Management** tools that provision user contacts, account data, and group affilliations from the State's enterprise technology platforms, and
2. **"Outbound" Integrations** - Connecting your Rave Alert system to other notification or communications platforms to activate notifications outside of the standard delivery methods such as text, email, and voice notifications, social media, IPAWS, RSS alerts, etc.

Automated Data Management and Enterprise Authentication Integrations

Many Rave customers need to tie enterprise access to Rave Alert to standard authentication systems such as AD/ADFS/Azure, SAML2, Shibboleth, and other common directory services and identity management / single sign-on systems. Similarly, many agencies wish for a system that will create, edit, and remove core employee / staff contact information via an automated process. Rave's SmartLoader ETL technology, described elsewhere in this response, will accomplish this goal with reliable elegance, drawing upon HR and ERP system data to ensure that all staff are protected by the system.

Outbound Integrations

We provide many integration points that allow connection with other alerting systems, and these form the foundational components assembled during a robust Rave Alert deployment. Integration options can include:

1. **Voice- and/or DTMF- initiated integrations.** Utilizing Rave Alert's voice calling and extension management features, several customers have integrated Rave Alert with PA systems, bluebox broadcast and more.

2. **RSS Alert**: Rave Alert's powerful generalized multi-channel RSS alerting is often used to update customer websites, digital signage displays, LCD screens, web portals and more. This integration is very lightweight and easy to maintain.
3. **Text gateways:** Numerous systems support gateway clients that can trigger system events.
4. **Direct integration**: Rave Alert's two Application Programming Interfaces (APIs) can be used to extend access to rich product functionality directly from remote systems via standard web services. These may include firing alerts from a remote hardware system's client programmatically, as well as the building of customized interfaces and remote provisioning of subscriber data in real-time.
5. **Alertus, Inc.** Rave Alert supports a very deep integration with Alertus, including the ability to query delivery groups from the Alertus system, configure custom messages and durations, and more.
6. **WebEOC**: Rave Alert supports a direct integration with WebEOC via Juvare's Rave Alert Extension for WebEOC, allowing you to launch alerts from WebEOC and launch WebEOC from the Rave Alert interface.
7. **Common Alerting Protocol (CAP)**: Rave Alert supports CAP 1.1 and 1.2 compliant notifications as both a *CAP Consumer* and as *CAP Producer*. Our user interface for CAP notifications is unintimidating to the administrator while still supporting the full robustness of this interoperability standard.

d. Detailed project work plan; and

Execution Phase - Single Site Deployment Milestone Plan		
Single site Implementation (begins on completion of project management planning processes and documentation) Includes: alert capabilities, administrative rights, and mobile app configurations where needed. Includes planning on user provisioning for staff, employees, and affiliated users not specifically employed by the agency or tracked within typical HR/ERP systems.		Client Manager, Rave Services
Configuration, testing and scheduling of SmartLoader contact provisioning for staff administrators	Up to 5-10 days from start of implementation	Client Manager, Client IT
Provisioning and loading of public call directories (e.g., ANI/ALI landline data, provisioned data sources for public address-based contacts, or GIS data)	5-20 days as needed	Client Manager, Client
Authentication/identity management configuration and testing if authentication integration is chosen	Up to 5 days from start of implementation	Client Manager, Client IT
Initial handoff of pre-production site and credentials	Up to 3-5 days	Client Manager
Complete setup of initial Test Accounts as needed	1 day from start of implementation	Client, Client Manager

Domain Build-Out	Up to 5 days from start of implementation	Client Manager, Rave Services
Hand-off to client / send to domain-specific login page for that client	1 day from start of implementation	Client Manager
Registration of Domain Admins on site	1 day from start of implementation	Client
Configure Domain Admins with appropriate privileges	1 day from start of implementation	Client Manager
Domain pre-release available	1-5 days from start of implementation	Client Manager, Rave Services
Coordinate Training, Discuss specific implementation with training to tailor delivery, rollout of product across jurisdictions and agencies when needed, forward Rave Alert documentation and best practices	1	Client Manager, Rave Services, Training, Client
Training	As needed	Client, Training
Web-based training prep, delivery, and post-training follow-up	15+ days	Training, Client
If chosen, coordinate on-site training or courseware development if chosen	As needed	
Configuration of public portal branding, features, and alert categories for subscribers	15-30 days, 60-90 days	Client, Client Manager
Creation of a customer-hosted Info/FAQ pages with link to registration page and resources as needed	As needed	Client
Public Go Live	Milestone Goal	Client
Monitoring and Control Phase		
Execute ongoing Community Marketing and other public communications plans developed during onboarding	60 days - ongoing	Client, Rave Community Marketing
Post-Delivery support, program outreach to staff and end-user recipients, and other Go-Live activities or Statewide marketing or human resources activities to socialize applications.	Ongoing	Client, Client Manager
Closeout Phase		
As determined by mutually agreed on project management resources and documentation		All stakeholders

RAVE
MOBILE SAFETY

e. Deliverables and due dates.

Rave will work with the State to develop a deployment schedule based on the priorities for onboarding determined by the State. Rave has ample technical capacity to support multiple concurrent deployments where our milestone plan above represents the average deployment times ranging from 2 - 4 weeks elapsed time to bring a site to production. The primary identified risks for keeping alert deployments on schedule are 1) ensuring that required stakeholders from agencies are responsive when their input is required and 2) local project management provides leadership to bring their agencies online.

Form A
Contractor Proposal Point of Contact
Request for Proposal Number 6214 Z1

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the contractor's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Rave Mobile Safety
Bidder Address:	492 old Connecticut Path, 2nd Floor Framingham, MA 01701
Contact Person & Title:	Todd Miller, Chief Operating Officer
E-mail Address:	Tmiller@Ravemobile Safety.Com
Telephone Number (Office):	508-532-8901
Telephone Number (Cellular):	508-308-2334
Fax Number:	508-532-0564

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Rave Mobile Safety
Bidder Address:	492 old Connecticut Path, 2nd Floor Framingham, MA 01701
Contact Person & Title:	Todd Miller, Chief Operating Officer
E-mail Address:	Tmiller@Ravemobile Safety.Com
Telephone Number (Office):	508-532-8901
Telephone Number (Cellular):	508-308-2334
Fax Number:	508-532-0564

RFP Boilerplate | 07012019

Attachment One – Technical Requirements Matrix

Bidder Name: Rave Mobile Safety_____

Each of the items in the Detailed Requirement Matrix in the table below requires a response of one of the following options: "Yes", "3rd Party", "Next Release", and "No". Bidders must respond to the Detailed Requirements Matrix using the matrix format provided and must not reorder the requirements.

The bidder's response must provide enough detail in narrative form to allow the Evaluation Committee to score the bidder's approach to each technical specification.

Only one box may be checked per requirement. If software demonstrations are requested, you may be asked to demonstrate each item marked as "Yes".

The Bidder Response box should be completed if the response to the requirement is "Yes", "3rd Party", or "Next Release". Bidders may also use it with No response if desired. Bidders must provide a response directly in the matrix, using as much space as needed. Explain each response and describe how the proposed solution meets each requirement. Responses do not need to be limited to one line.

Below is a brief definition of each response option. Bidders should carefully read the response definitions as these responses, as well as the entire response to this RFP, will become part of any resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder's response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
3rd Party	This requirement is met through the use of a 3rd Party Vendor's product, which is included as part of this proposal. Costs associated with 3rd Party products used to satisfy any requirement must be included in the fixed price cost of the proposed solution.
Next Release	This option should only be used if the requirement will be part of the next release of the product(s) included in the proposed solution. To meet the criteria for using this response, the "next release" must already have an established release date and a published list of what will be included in this release that includes the specific requirement. Established release date must not exceed 6 months from date of proposal.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of "No" to a requirement does not eliminate the bidder's proposal from consideration. All proposals meeting the mandatory requirements set forth in Section II.N will be evaluated and scored by the evaluation committee. The "No" option is also appropriate when a requirement can be met through a separate module or if the module is not included in the fixed price cost proposal. In the above scenario, it is recommended that the bidder note this in the "clarification" section for the requirement and include pricing, if available in Appendix A – section - Optional Products and Services.

	General Service Requirements Section 1	Yes	3rd Party	Next Release	No
1.1	The emergency mass notification services (EMNS) must be able to reliably and efficiently distribute and manage message notifications through any and all of the following multiple channels. a. Telephony calls to landline/wired phone, including Voice over IP (VoIP); b. Wireless mobile devices; c. SMS, text to wireless mobile devices; d. Mobile device apps; e. Email; f. Desktops; g. Social media such as Facebook and Twitter; h. Common Alerting Protocol (CAP feed), and; i. TTY for hearing impaired. If bidder supports additional channels not listed above, please list them in the space provided below. Describe how the solution will meet this requirement.	Yes			
Bidder Response:					

Figure 1: Rave Alert uses a single activation to send messages by all available selected delivery modes.

Telephony calls to landline/wired phone, including Voice over IP (VoIP);

Compliant. Rave's voice services use a combination of VoIP and TDM/SS7 on a variety of high-quality carriers including XO, AT&T, Verizon, Sprint, Level 3, ANI, and Impact. We draw on a capacity pool of over 40,000 calls per minute from 8 geographically redundant calling centers and our delivery systems use real-time congestion management to avoid overwhelming local exchanges. Rave's voice systems automatically detect and appropriately address TTY/TDD devices used by people with disabilities. We support voice alerts as well as SMS messaging on over 200 international carrier networks, so you can reach your recipients wherever they are.

Wireless mobile devices;

Compliant.

SMS, text to wireless mobile devices;

Compliant. Rave Mobile Safety uses a combination of methods to maximize delivery success rates across the broadest spectrum of carriers. Rave Alert works for four of the five top-tier SMPP message aggregators in the US, supporting high volume connectivity providing both strong performance and redundancy and message failover when networks experience faults outside of Rave's controls. Rave also maintains direct high volume binds to AT&T Wireless, Sprint, and T-Mobile, as well as to specific regional carriers with a substantial presence in our customer base. These binds are redundant with our connections to multiple Tier 1 SMPP aggregators and other networks.

Mode of Delivery	Max Rate of contacts	Throughput Tiers	Typical Production Rate	Key Bottlenecks
SMS (SMPP)	2,700+ messages/sec	10 min = 1.62M 30 min = 4.86M 60 min = 9.72M 120 min = 19.44M	600 - 1000+ messages/sec	Cell site capacity

Carrier Coverage
To make sure you reach your SMS subscribers, Rave Mobile Safety currently supports *all* **US-based carriers** and **over 200 international carriers.** Rave Alert supports 2-way SMS communications using SMPP protocol by default. A few lower-tier carriers do not yet support SMPP protocol. In these cases, Rave automatically uses the carrier's supported SMTP protocol. Clients never have to specify which protocol to use; the optimal delivery path is managed by Rave Alert.

We validate all incoming SMS phone numbers with automated carrier lookups and detection of active status on US carrier networks. When recipients add mobile numbers through our user portal, a 2-step validation ensures they are really in possession of the device they entered, and are not simply entering a valid mobile number belonging to someone else. Rave Alert also periodically re-validates whether each number is still active on the initial carrier. The system automatically captures potential issues in standard reporting.

When a number changes carriers, our automatic re-validation detects and records this change within a 72-hour window, revalidates the number, and applies changes as appropriate.

Redundant SMS Delivery Networks

The majority of U.S. SMS messages are delivered through SMS aggregators, firms that route traffic between content providers and Tier 1 mobile carriers and aggregator networks using a sophisticated number and carrier lookup database.

Unfortunately, SMS aggregator routing infrastructure is immature and suffers from reliability issues at times. This poses challenges for emergency notification vendors like us working to maintain the highest degree of resilience both within and outside our hosted infrastructure.

Rave Mobile Safety maintains relationships with multiple premium SMS aggregators and very high contracted capacities so that we can still deliver messages even when an aggregator has an outage. When an individual number isn't reached with the first message, Rave Alert has automated retries to intelligently try again. Rave Mobile Safety is the only vendor in our space that provides redundancy both across aggregators and within each individual aggregator. For each aggregator, we maintain multiple live, concurrent, simultaneous high volume binds on separate servers.

Our long experience with aggregators and related outages also helps improve our delivery. Rave Mobile Safety has managed high volume SMS delivery for well over a decade. Our system has weathered events where the infrastructure was distressed such as the Boston Marathon bombings, Great Shakeout mass messaging tests in all US time zones, and numerous "superstorm" systems. We invest in our infrastructure directly in response to these real-world stress-tests, building redundancy as a remedy to aggregator and carrier faults.

Our many delivery paths, from redundant aggregator to carrier connections, achieve industry-leading delivery performance. And on average days, when all delivery paths are fully available, Rave Alert automatically balances system load across all of them to achieve our industry-leading performance.

Support for Second and Third Tier Carriers

While the top 4 carriers serve most U.S. mobile customers, a long list of Tier 2 and Tier 3 tier carriers have strong presence in particular cities or regions or among certain demographic groups. These types of carriers include many pre-paid plan providers and resellers of services licensed from the major carrier networks (often referred to as "MVNOs"). Rave Alert supports messaging to all US-based carriers, so you can reach your recipients no matter what small carrier they use.

More, the carrier landscape changes regularly. We maintain mature and ongoing service processes to follow these changes and automatically incorporate them into our product reach. We continuously update our carrier support through industry consolidation, changes in licensing policy, support for network changes, and more. You can count on us to continue managing delivery to the widest possible range of carriers as these changes continue.

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We incorporate carrier management directly into our support protocols, allowing us to thoroughly address changes in the carrier landscape both at the service level and when reported by individual recipients. We work hard to make carrier management seamless for our customers. When that's not possible, such as when carrier outages have delivery impacts, we will announce these conditions on the administrator console as long as they are relevant.

Mobile device apps;

Compliant. Anyone with the mobile app from any jurisdiction can receive a push notification of a geo-targeted public notification. This means that visitors to any area will be notified of a serious message. Also, the user is able to browse a map view and highlight active alerts and see their content. Messages collect in an Inbox view, and each message can be viewed and if desired spoken to the user.

Our public recipient mobile app contains features that display a map view based on a user's current location but which can also be browsed. Any public notification designated to use the app as a delivery mode will be showing a map pin view where the user may view and review current alerts. In addition, app users from anywhere in the US will see 2 delivery behaviors:

1. If they are found within view of a geo-targeted notification, they will receive a push notification of your message.
2. When a geographic selection is NOT applied to an outbound alert, the user would see only the map PIN and not the message unless they are specifically opted-in to the jurisdiction or are found within the jurisdictional boundary.

In addition, all household addresses entered in the app or on the public portal with affiliated Rave Alert jurisdictions will see opt-in choices for each jurisdiction with an address in the user's profile. Similarly, when automated reminders send the user back to either portal, the user will be shown any new offerings falling within their address-based locations.

Email;

Compliant. Rave Alert has the capacity to send 60,000 emails per minute, or over 3 million emails per hour.

None of our clients have the local infrastructure to support such high throughputs. We maintain these high capacities so we can always output the highest number of calls your infrastructure can tolerate. Delivery speed depends on how many emails local infrastructure like email server capacities can support. On average our clients receive between 54,000 and 3.6 million emails delivered per hour.

These delivery speeds vary so much because of variations in email systems, but also because Rave Alert offers tools so you can fine-tune message output to your SMTP server capacity, optimizing delivery rates. Working with customers, Rave has been able to exceed customer expectations on email delivery to internal email servers. Rave performance with large public network providers

such as Google, Microsoft, Yahoo! and others, is typically very strong, given the excellent capacities supported by those networks. Rave maintains agreements with key public network providers to facilitate optimal delivery rates.

The table below describes typical email metrics:

Mode of Delivery	Max Rate of contacts	Throughput Tiers	Typical Production Rate	Key Bottlenecks
Email	1,000+ messages/sec	10 min = 600,000 30 min = 1,8M 60 min = 3.6M 120 min = 7.2M	15-1000 messages/sec (highly dependent on configuration options as well as capacity of client email servers)	Recipient's email server capacity; connections may be tuned to capacity

Desktops;

Compliant. Options are available for a solution directly from Rave Mobile Safety, but Rave Alert also integrates with many third-party solutions providers, often via RSS, CAP, or some other direct integration method. Please note that unlike nearly all other requirements for notifications, desktop notification nearly always requires the configuration of some on-premise or on-network resources that manage notification initiations as well as configure each supported desktop chosen.

Please note that pricing worksheets provided with this bid do not provide specific pricing on these options; a premise-based desktop notification option is not included with this bid response. If required, Rave Mobile Safety can provide additional information upon request.

Social media such as Facebook and Twitter;

Compliant. You can post directly to Twitter and Facebook through Rave Alert. You can post to specific Twitter pages, Facebook wall feeds, or groups, and limit alert author access to specific sites and accounts as needed. We support unlimited Twitter accounts and Facebook pages, wall feeds and group structures.

We offer role-based access controls that enable different administrators to post to different social media pages, so your participating organizations can update their own pages and feeds.

Common Alerting Protocol (CAP feed), and;

Compliant. We have embedded CAP messaging directly in our alerting interface, making it quick and easy for your notifiers to broadcast CAP activations to trigger other alerting systems and related safety systems. You can easily activate CAP-compliant systems at the same time as other delivery modes like text and emails. We maintain compatibility for the latest CAP standards,

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currently versions 1.1 and 1.2, and support *both* the CAP Producer role (activating a remote system) as well as the CAP Consumer role (where another system activates Rave Alert).

Our tools are flexible and customizable to any CAP-compliant system, so your administrators can set Rave Alert to trigger different siren sounds, broadcast specific content to digital signage, and interface with radios, depending on the capabilities of your other systems. Alert Authors can select collections of CAP settings with one click, keeping alerting simple and efficient, and CAP-enabled channels receive both short and long messaging content to support more flexible system behaviors.

CAP feeds from other systems can also automatically activate Rave Alert based on filters you decide. For example, you can set Rave Alert to automatically message specific groups about incoming weather warnings from the National Weather Service. You can choose which weather situations activate Rave Alert, which recipient groups receive the automatic alert, and how Rave Alert automatically generates a message based on the CAP document.

TTY for hearing impaired.

Compliant. Rave Alert automatically detects TTY/TDD devices and provides messages in the proper format for them.

If bidder supports additional channels not listed above, please list them in the space provided below.

With Rave Alert, you launch any available delivery modes to any combination of recipient lists, all through one simple interface.

Rave Alert can send through:

- **Text/SMS (over SMPP)** - recipients open 90% of SMS messages within 3 minutes
- **Email** - clearly identify your alerts with custom from: and reply-to: addresses and HTML formatting
- **Voice calls** - ensure recipients pick up the phone with custom caller-id and recordings, and gather your emergency response team quickly with automated conference call-bridging
- **RSS feed** - trigger digital signage, sirens, websites, and more
- **Social networking sites** - reach community recipients without any contact information through Facebook and Twitter
- **Common Alerting Protocol (CAP)** integrated platforms - integrate with your other alerting systems like digital signage, PA systems, sirens, and send automatic weather notifications from the National Weather Service (NWS)
- **Integrations** - send desktop alerts and activate on premise technology through Alertus and launch alerts directly through your incident management platform through integration with Juvare's WebEOC
- **IPAWS messages** - Includes support for WEA 2.0, IPAWS 3.0/3.1, and the IPAWS Labs Cloud test environments
- **Mobile applications** - Target users based on real-time location with push notifications and rich content.
- Alphanumeric pagers, and more

Many of the modes of delivery to end users are listed above; however, Rave has a few other ways to get messages delivered to all registered users in the system including:

1. **Voice- and/or DTMF- initiated integrations**. Utilizing Rave Alert's voice calling and extension management features, several customers have integrated Rave Alert with PA systems, blue box broadcast and more.
2. **Text gateways:** Numerous systems support gateway clients that can trigger system events.
3. **Direct integration**: Rave's two Application Programming Interfaces (APIs) can be used to extend access to rich product functionality directly from remote systems via standard web services. These may include firing alerts from a remote hardware system's client programmatically, as well as the building of customized interfaces and remote provisioning of subscriber data in real-time. In addition, our web services also provide ways to send individual messages directly from within bespoke applications.
4. **Alertus, Inc**. Rave Alert supports a very deep integration with technology from Alertus, Inc, including the ability to query delivery groups from the Alertus system, configure custom messages and durations, and more

		Yes	3rd Party	Next Release	No
1.2	The EMNS must have a minimum of two (2) geographically separated hosting data center locations by at least 250 miles apart. Both locations must be fully stand-alone, and provide true calling redundancy, and must have the capability to access a minimum of two (2) geographically separated locations by at least 250 miles alternate call server locations, with onsite redundancy per each system. The system shall not require the State to purchase of any additional hardware and/or software. Also, list all your data center compliance and certifications such as AICPA SOC 2 and SOC 3, FedRAMP, ISO 27001, etc. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert maintains 2 geo-redundant SOC2-compliant data centers, one in Massachusetts and one in California. We also have 4 geographically dispersed voice call centers. Our centers have redundant servers, power systems, and failover capabilities with each other. If a machine, power grid, or entire data center has an outage, the system automatically fails over to other resources. We replicate data between servers and centers, so no outage can cause a data loss.

These data centers make use of industry-standard safeguards such as 24/7 manned security, facility entry controlled by electronic keycards with pin codes, mantraps, and biometric scanners, locks on all cabinets, cages, and suites, and CCTV monitoring.

Physical access at each facility is controlled with three access safeguards. First, a named access control list identifies the only Rave representatives authorized to access the data center. At the data center, only these authorized personnel can pass the two-factor keycard and biometric control system. Finally, a combination lock secures the cabinets housing Rave's physical servers. This combination key is kept in an encrypted "password safe" accessible only to Rave System Administrators.

We monitor our servers 24x7 and provide all system maintenance to ensure Rave Alert is reliable, available, and provides high performance.

Please see the attached *Rave Mobile Safety Platform Data Privacy and Security Overview*, appended to this response, for a detailed review of Rave's information security and privacy protections.

The system shall not require the State to purchase of any additional hardware and/or software.

Compliant. Rave Alert is a cloud-hosted platform with no hardware or software components required, other than integrated systems (e.g. by CAP) that the State wishes to maintain on premise.

Also, list all your data center compliance and certifications such as AICPA SOC 2 and SOC 3, FedRAMP, ISO 27001, etc. Describe how the solution will meet this requirement.

SOC2 reports for our data centers are appended to this response. Evaluations are performed in accordance with AICPA Statement on Standards for Attestation Engagements No. 18, "Clarification and Recodification" among other common industry controls and several other critical standards.

In 2019, Rave Mobile Safety has completed all configuration, documentation, and released necessary security enhancements for FedRAMP certification at the Moderate level, and is in the final third-party certification process (3PAO). Finalized certification is expected In early Q2'2020. Once Rave attains our Authorization To Operate (ATO) within the FedRAMP system, Rave's security package will be available on the FedRAMP Marketplace. (Please note that only government and military (those with .gov or .mil email domain addresses) organizations are authorized to access these materials). Also, please note that FedRAMP places certain restrictions on data allowed on the AWS FedRAMP-compliant storage tier used in our Federal compliance environment. Customers deployed on Rave's infrastructure rather than FedRAMP enjoy most of the same protections, controls, industry-standard processes and implementations that are used when Rave Alert is supporting customers in the FedRAMP environment.

GRX, Rave's independent auditing team, utilizes industry best practices and methodologies for penetration testing, such as the OWASP Guide/OWASP Top 10, Open Source Security Testing Methodology Manual (OSSTMM) and National Institute for Standards and Technology (NIST). GRX also is a SANS/GIAC Certified Web Application Penetration Tester. These methodologies and certificated training ensure a complete and consistent approach to the assessment.

Among the specific tools used during Automated Vulnerability Assessments for Rave Alert, Rave and our auditors have used the following tools:

- Burp Suite
- OWASP ZAP
- Fiddler
- Nmap
- Nessus
- SqlMap
- Nikto
- Open Vas

Note: For FedRAMP compliance certifications, some additional or different tools may be used by the 3PAO.

Please see the certification document attached to this response as well as the SOC2 audit compliance certification for Rave's co-location partner, Internap.

BSN003 SOC 2 FINAL 2018.pdf
SJE011 SOC 2 FINAL 2018.pdf
INAP SOC 2 Bridge Letter January 2019.pdf

Note: At the time of this response, the final SOC 2 reports are not yet available for 2019; the INAP SOC 2 Bridge Letter January 2020 provides preliminary results; when available, final versions will be available upon request.

		Yes	3rd Party	Next Release	No
1.3	The EMNS must be available 99.999% of the time. Describe how the solution will meet this requirement.	Yes			
Bidder Response:					

Bidder Response:

Compliant. Rave supports a standard 99.999% (aka "five-nines") service availability policies fully detailed in our appended Master License and Services Agreement (MLSA) document. Rave's Public Safety-Grade Infrastructure is built on 15 years of operational experience as a cloud-hosted solutions provider, a platform that sent over 2 billion messages during calendar 2019 and that evaluated over 20% of *all* 9-1-1 calls placed in the United States.

		Yes	3rd Party	Next Release	No
1.4	The EMNS must include 24x7x365 system support, no queue, and no wait customer service/help desk. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Excerpted from our standard support terms in the Rave Master License and Services Agreement (MLSA) appended to this response:

Purpose. This service level policy sets forth Rave's undertakings with respect to providing customer support to the Client and the service levels associated with the Services provided to Client during the Term of the Agreement.

Service Reliability. Rave shall provide an uptime of 99.999% for the Services, subject to scheduled updates and scheduled maintenance and to any downtime caused by the Client or by Third Party Service Providers. For unplanned downtime an "Event", Rave will assign a trouble severity code based on Rave's assessment of the Event at the point of trouble identification. Rave will make adjustments to the trouble severity code based on how the Event proceeds.

Trouble Severity Code	Description	Initial Response Time	Status Update Intervals
Sev 1	"Sev 1 Error" means a catastrophic Event causing a complete 100% loss of a key safety related feature of the Services	20 min.	30 min.
Sev 2	"Sev 2 Error" means a non-catastrophic Event causing a significant component of the Services to fail or to perform materially different than expected, creating significant inconvenience to the Client	For Events reported during normal business hours 9am to 5pm EST Monday through Friday, 24 hours from time of report. For Events reported outside of normal business hours, 24 hours from beginning of next business day	2 hour
Sev 3	"Sev 3 Error" means an Event that: a has minimal current impact on the Client, and b causes a malfunction of a non-essential Product feature.	For Events reported during normal business hours, 24 hours from time of report. For Events reported outside of normal business hours,	As appropriate

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		24 hours from beginning of next business day					
				Yes	3rd Party	Next Release	No
1.5	The EMNS must ensure that the database is PII compliant. Describe how the solution will meet this requirement.			Yes			

Bidder Response:

Compliant.

The typical core emergency notification contact information stored in our systems is typically classified as "directory data" rather than PII. Social security numbers and e-commerce information are never stored in the system. Where appropriate, our controls are based on NIST 800-53 version 4 controls.

Rave Mobile Safety maintains its own database and bespoke operational and applications infrastructure hosted in geo-redundant co-location facilities in Santa Clara, CA and the Boston, MA areas.

		Yes	3rd Party	Next Release	No
1.6	System upgrades and security patches for the EMNS must be provided at no additional cost to the State. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Mobile Safety provides all upgrades and system maintenance at no additional cost.

		Yes	3rd Party	Next Release	No
1.7	The EMNS must be capable of being securely accessed by designated division administrators for initiation via any and all of the methods listed below. Please describe how the system can be accessed for notification initiation. a. Any internet access connection, including dial-up or satellite without any additional software; b. Telephone Live support with no waiting cue; c. Email; d. Mobile device apps.	Yes			

Bidder Response:

Compliant. Your administrators access Rave Alert through a secure, mobile-friendly website that can be accessed from any device with internet connection. Our interfaces are mobile-responsive, so they automatically size to any device, including computers, mobile phones, MDTs, tablets running iOS, Android, and other mobile OS.

Perhaps most important, Rave Alert's Role-Based Access Controls (RBAC) features (described in detail in surrounding responses) ensure safe and secure access permissions and system scope are supported properly for occasional users, sub-jurisdictional communications, and other scenarios where permissions need to distributed or delegated permissions for divisional administrators.

Figure: Send alerts from any Internet-enabled device, including desktop and laptop computers, iOS and Android mobile and tablet devices, Windows mobile, and more.

We test against the current version and one version back of:

- Google Chrome
- Mozilla Firefox

- Apple Safari
- Microsoft Edge
- Microsoft Internet Explorer (current version only)
- Mobile browser versions on iOS, Android, and Windows Phone

The interface maintains the same structure regardless of device, browser, or location, so even if they have to access the system from a different device your administrators can quickly navigate the familiar interface.

Telephone Live support with no waiting queue;

Compliant. Please see our Severity prioritization system documented in our MLSA documentation and contracting instruments, and shown above in prior responses.

Email;

Email support processes are tied directly to Rave's Technical Support ticketing systems. Ticket histories on all support incidents are available within Rave Alert's support pages; these appear via a "Help" link on every screen of the product.

Mobile device apps.

Compliant. Using standard product interfaces and relevant support features.

		Yes	3rd Party	Next Release	No
1.8	The system must support the establishment of multiple notification subdivisions/groups for each division or jurisdiction. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Several responses have detailed our group and list management features, and the wide range of options that include automated lists of different types, several flavors of manually-created and *ad hoc* lists, dynamic lists that target attribute tags set as user properties (e.g., division, department, location, user role, etc.), lists from data sources, and opt-in lists managed on self-service portals, in mobile apps, or by optional SMS Opt-in Keyword affiliations.

List automation tools combine with roles and RBAC permissions in Rave Alert to support distributed management of lists as well. Lists become a vehicle for accurate segmentation of recipients, but also a natural and intelligible mechanism to determine which recipients' activators in a given role can manage and send messages.

		Yes	3rd Party	Next Release	No
1.9	The EMNS must allow individual administrators and recipients to designate multiple devices to receive notifications. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Rave provides both a public portal and mobile application where residents, commuters, and businesses can add and update contact information.

Through both interfaces different alert categories can be chosen based on the registrant's location, allowing you to intelligently support both resident and commuter populations. Community members can input **unlimited contact numbers**, including wireless devices. Information that your community members put on this portal is updated in real-time on the system and available for use immediately. You can configure different opt-in subgroups for your users to choose from. Users can choose what type of alerts to receive, and what devices to receive them on.

Staff and similar "internal" user accounts support 10 contacts per subscriber. Rave supports an independent self-service portal experience for public users and private staff and other privileged user accounts. This minimizes risk and avoids confusion between jurisdictional business users and residents/citizen subscribers. When jurisdiction staff also maintain public accounts, Rave Alert automatically de-duplicates redundant data down to the individual contact details to support a single message per device for all recipients.

|		Yes	3rd Party	Next Release	No
1.10	The EMNS must permit recipients to respond immediately on any two-way device (phone, mobile device or email) as well as provide a call back response number for one-way devices like fax machines and one-way pagers. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert supports two-way messaging, allowing responses to text and voice messages that are collected in standard reports, with an active notification of receipt sent to the sending admin. Rave Alert generalizes this functionality by use models that take advantage of our multi-modal response support.

Rave Alert email profiles, for example, allow selective routing of responses to specific mail accounts or mail servers; SMS responses are supported via 2-way SMS capabilities; voice responses are managed via an easy to apply preset configuration.

Rave Alert has been used in numerous jurisdictions for callouts - police, fire and EMS responders, EOC activation teams, SWAT teams, volunteer callouts and more.

User Confirmation and Account Verification

As noted, Rave Alert also supports a range of user confirmation processes, each tuned to specific delivery modes within the construct of a multi-modal alert. Confirmation is available for most delivery modes. Options include SMS replies with full support for 2-way SMS, email replies tied to re-usable "email profiles" that allow customers to input, manage, and store multiple email addresses for replies, and voice response that can confirm receipt or conduct "voice surveys" by soliciting specific touch-tone responses from recipients. Responses are collected in standard reporting and can easily be exported from the system for distribution or management in another system when needed.

Voice Recording / Inbound Call Platform

Rave Alert offers an optional Inbound Voice Message service that provides clients with a toll-free inbound number that plays a per-alert configurable recorded voice message. Numbers may be toll-free or local exchanges, with the latter featuring a fully customized Caller ID label. Inbound Voice services use Rave Mobile Safety's large service capacity to deliver the message to thousands of incoming callers, avoiding congestion on your local phone lines and emergency services numbers. The inbound number may also be distributed to function as a "hotline" number for public information when needed. When configured, within Rave Alert voice messaging, a single checkbox sets that recorded hotline as the Caller ID for a voice alert; recipients who hit the "call back" button after missing a message would then be connected directly to this recorded update.

Location-Aware Polling for Check-Ins, Reunification, Callouts and Staffing Needs

Rave Alert also features a Geo-Polling alert type with features allowing you to ask recipients a question and have them choose from set answers you specify.

Polls support distribution by SMS, email, and voice call. These polls can be set to expire after a certain time and stop allowing replies from recipients. In addition, a "quota" capability can close a poll after a specific number of responders choose a specific reply.
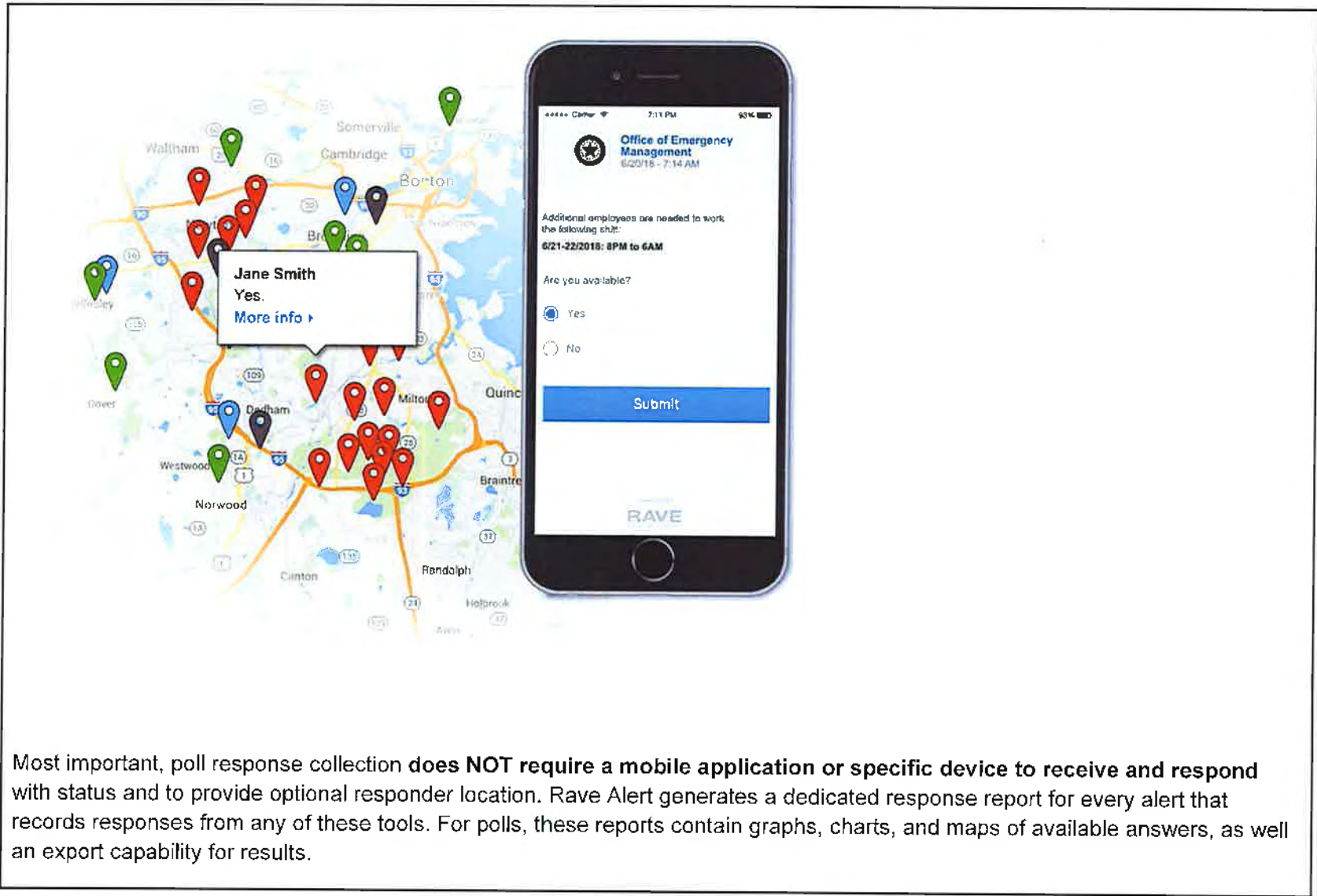
Most important, poll response collection **does NOT require a mobile application or specific device to receive and respond** with status and to provide optional responder location. Rave Alert generates a dedicated response report for every alert that records responses from any of these tools. For polls, these reports contain graphs, charts, and maps of available answers, as well an export capability for results.

Poll Details : Are you ok?

← Back to Alert Summary

Viewing Poll Map ▼

Poll Question: Are you ok?
Poll Duration: Mar 15, 2018 03:19:49 PM - Mar 15, 2018 11:19:49 PM

Peter Caliri ×
Yes, I'm okay

■ Yes, I'm   ■ No, I need
okay   hep
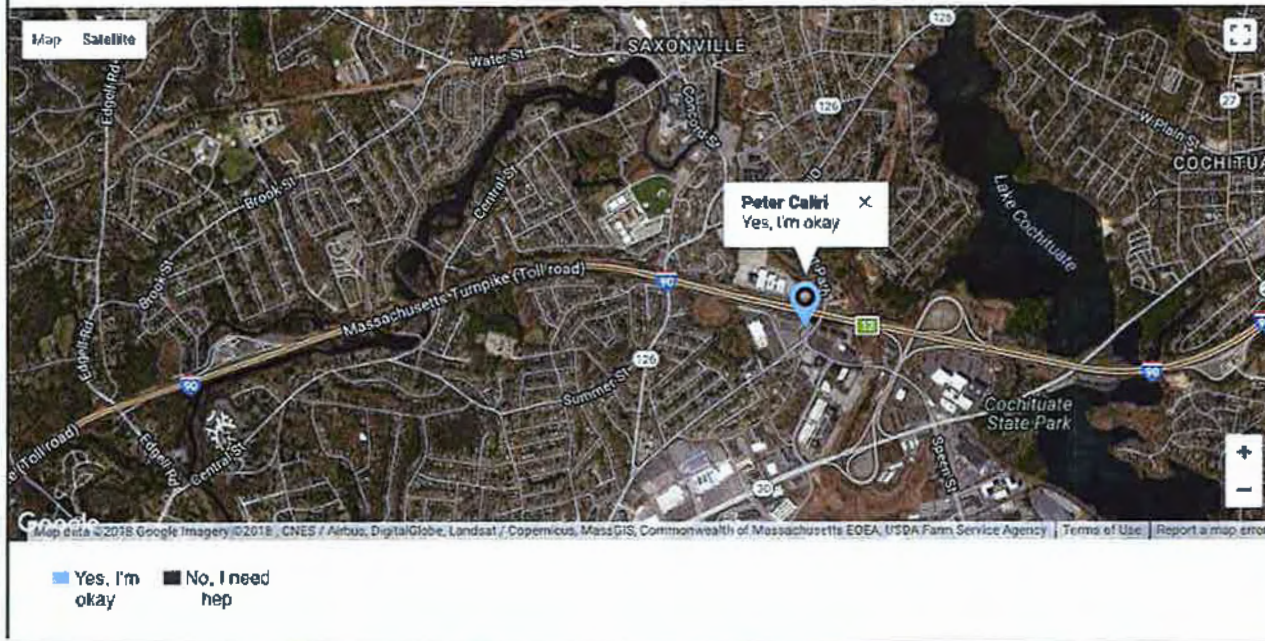
Finally, Polls support additional functionality extending our "Follow Up Alert" features, allowing additional messaging to respondents based on response/non-response, or selection of a specific response option.

Optional- Rave EyeWitness

A two-way text messaging platform that increases participation in community policing efforts. Through Eyewitness your community can anonymously or confidentially report crime & safety concerns via text messaging. The Eyewitness program opens up a tip line to any user with an SMS-capable mobile device. Each event in the system is captured for analysis and detailed after-action and trend reporting, with a variety of interactive reporting tools ranging from case history to tip conversations,

		Yes	3rd Party	Next Release	No
1.11	The EMNS must be compliant with all requirements outlined by IPAWS 2.0 and WEA 2.0, including Spanish language and state/local WEA testing. Describe how the solution will meet these requirements.	Yes			
	a. Is EMNS capable of allowing a state authority to issue Wireless Emergency Alerts with an event code of CAE (Child Abduction Alert)?				
	b. Does the EMNS meet all critical functions outlined by FEMA in its vendor letters dated February 27, 2015 and May 2018?				

Bidder Response:

Compliant with recent IPAWS updates include WEA 2.0, IPAWS 3.0 and 3.1 platform releases, and proposed updates to Spanish language character encoding. Rave releases updates to IPAWS functionality within a commercially reasonable period once FEMA makes updates generally available, and will continue to do so as long as features continue to be in sync with customer and industry needs. Rave is committed to ongoing enhancements of IPAWS functionality as new capabilities become available. Rave provides full support for the IPAWS Labs Cloud test environments for required monthly and other tests.

Note that CAE events are supported in the product when FEMA and NEMA have provisioned permission to send in the Event Codes certificated in the jurisdiction's MoA, keystores, and IPAWS certificates.

Does the EMNS meet all critical functions outlined by FEMA in its vendor letters dated February 27, 2015 and May 2018?

Compliant. All capabilities and requirements from the referenced vendor 2015 and 2018 letters are met. When the February 2015 letter was first sent, one Rave customer maintaining a COG sent a letter offering an opinion and complimenting Rave on the quality of our IPAWS functionality, noting that we not only *met* the requirements but deliver a quality user experience while doing so.

		Yes	3rd Party	Next Release	No
1.12	All EMNS access must be compatible with existing equipment without any modification, reconfiguration or additional hardware. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert is a fully cloud-hosted product. No hardware, software or server components are required at the customer premise.

		Yes	3rd Party	Next Release	No
1.13	The EMNS must allow multiple administrators to make simultaneous outgoing calls. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. There are no practical or significant technical limitations on the number of concurrent users of either administrative or end-user portal interfaces or the number of simultaneous or concurrent active alert campaigns. Rave Alert is architected to ensure to support high volume notifications within your jurisdictions as well as regionally during events impacting many locations and localities. Rave's platform capacities are built to scale; details are elaborated in surrounding responses covering the details of our operational infrastructure.

		Yes	3rd Party	Next Release	No
1.14	The EMNS must have Common Alerting Protocol (CAP) and RSS outputs. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant.

Common Alerting Protocol

We have embedded CAP messaging directly in our alerting interface, making it quick and easy for your notifiers to broadcast CAP activations to trigger other alerting systems and related safety systems. You can easily activate CAP-compliant systems at the same time as other delivery modes like text and emails. We maintain compatibility for the latest CAP standards, currently versions

1.1 and 1.2, and support *both* the CAP Producer role (activating a remote system) as well as the CAP Consumer role (where another system activates Rave Alert).

Our tools are flexible and customizable to any CAP-compliant system, so your administrators can set Rave Alert to trigger different siren sounds, broadcast specific content to digital signage, and interface with radios, depending on the capabilities of your other systems. Alert Authors can select collections of CAP settings with one click, keeping alerting simple and efficient, and CAP-enabled channels receive both short and long messaging content to support more flexible system behaviors.

CAP feeds from other systems can also automatically activate Rave Alert based on filters you decide. For example, you can set Rave Alert to automatically message specific groups about incoming weather warnings from the National Weather Service. You can choose which weather situations activate Rave Alert, which recipient groups receive the automatic alert, and how Rave Alert automatically generates a message based on the CAP document.

RSS Alert Type

Rave Alert supports posts to unlimited RSS feeds. You can assign individual administrators access permissions to specific RSS channels as needed, governing access to RSS alerting modes as a whole or distributing permission to different RSS channels across organizational boundaries.

		Yes	3rd Party	Next Release	No
1.15	The EMNS must have the ability to convert text to speech. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. For each voice alert, you can choose between computer-generated text-to-speech and recording a message. Each alert can use either method, and the customer can choose which method presents as the default, and which the alert author must select to activate. Content of either TTS or voice recorded formats can be pre-saved through the system, or configured at send-time by the alert author as needed.

Text-to-speech synthesis is of very high quality with solid natural language parsing capabilities. The system automatically carries text content from other short-form delivery modes, or you can customize the message for the specific alert.

To record a voice message, the alert author can prompt the system to call any available phone number, and displays the administrator's active devices as selections. You can always preview recorded messages before sending your alert.

Our voice alerts also let you pre-configure an optional recorded preface to voice messages, such as "Please stay tuned for an important message from [your organization]". This type of recording lets you consistently identify your alerts even if you use both text-to-speech and recorded messages.

Alert authors can review recorded messages from the voice alert configuration tools, or from the review message window that always shows before you send an alert.

		Yes	3rd Party	Next Release	No

1.16	The EMNS must be able to receive multiple responses such as touch-tone signals to initiate further actions. Describe how the solution will meet these requirements.
	
	These actions must include:
	
	  a. Initiate a new notification upon selection of that response;
	  b. Escalate the event upon selection of that response;
	  c. Select a response that must automatically connect to a specific phone number;
	  d. Instantly join a live conference call;
	  e. Transfer the notification to another person if the recipient is unable to respond;
	
	If additional responses are available, please list in the space provided below:
		Yes			

Bidder Response:

The EMNS must be able to receive multiple responses such as touch-tone signals to initiate further actions. Describe how the solution will meet these requirements. These actions must include:

Initiate a new notification upon selection of that response;

Compliant. Rave supports a "Follow Up Alert" feature. This allows additional messaging to recipients of a previous alert based on required needs. Follow Up Alert allows you to choose a template or create a new alert ad-hoc making it easy to communicate without making additional recipient selections.

Escalate the event upon selection of that response;

Compliant. Managed via workflows for follow up alerting or via features that notify executive and PIO functions to the details of a notification campaign, and by features to notify admins when responses are provided by recipients.

Select a response that must automatically connect to a specific phone number;

Compliant. Bridging feature is a standard function of Rave Alert voice notifications.

Instantly join a live conference call;

Compliant. Rave Alert supports this requirement with its Conference Blast™ feature. Conference Blast allows the user to bridge a voice alert recipient directly into a conference bridge hosted on any standard conferencing service used by the customer. Automated PIN code entry is a standard feature that can be enabled on any alert.

Transfer the notification to another person if the recipient is unable to respond;

At this time, requires a manual workflow action to complete.

If additional responses are available, please list in the space provided below:

Compliant. Some additional voice response features and functions are available:

- Voice responses may be collected as message confirmations or as arbitrary "Call Enabled Response" functions where a message prompts the user to choose an option by touch tone.
- The user can optionally choose to be connected to one of our optional inbound call lines to hear a recorded update or other message.
- Rave's Polling Alert type distributes polls and collects responses by any combination of text, email or voice touch-tone response.
- Location-aware polling that can derive location reporting with poll responses.
- Follow up alerting features can target respondents and/or non-respondents as needed.

		Yes	3rd Party	Next Release	No
1.17	The proposed EMNS must not disrupt existing network security already in place, and must operate at a minimum of the 2048bit-key encrypted NSA (National Security Agency) standards. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. As a hosted solution with no significant on-premise technology, our impact on your local systems will not interfere with network security protocols. During onboarding, Rave's Services teams work to secure your installation and to ensure secure connectivity at any key areas. Rave reaches your systems from 1 of 3 certificated IP connections; data exchange by file is supported over secure configurations such as SFTP with public shared key security. Customers who choose to integrate Rave Alert authentication with directory services/identity management/SSO platforms work with Rave to configure secure encrypted connectivity using industry and State IT best practices. Information is encrypted in transit and at rest in all connected systems.

		Yes	3rd Party	Next Release	No
1.18	Selectable access and security must be provided for administrators to control all user functions (Example: one user may be allowed to perform all functions; while others may be limited to performing restricted functions such as access only to update call lists, or only to view notifications in progress but unable to modify or end an alert). Describe how the solution will meet this requirement.	Yes			

Bidder Response:

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Compliant. Rave Alert's substantial access control features - a cornerstone of the product - is detailed in response 1.8 above. All specific access-control use cases above, and many more, are supported by Rave's robust RBAC functionality. Assigned roles instantly present a new or updated administrator with a role-specific view into the system focused on practical daily use and clear and correct activation scenarios. Once assigned a role and all its inherited permissions, roles can also be "overridden" to provide individual-specific changes that a given administrator may need in addition to the default set.

When new permissions are added to a role, for example when new templates are added to defaults, all administrators in the role will see the updated functionality immediately.

Rave's RBAC tool provide a rich field to optimize the system for specific use models and to correctly observe divisional boundaries among activator administrators. More, it supports a delegated administration model that richly supports "distributed administration" needs. A simple example would be the ability for a police department or 9-1-1 center user to support sub-teams where each team lead is free to create and manage their own team memberships and permissions, but only within their specified scope of assigned permissions.

Use of these features can then de-centralize some or all of the typical management tasks overseen by a program office, department, alerting authority, sub-team, or other domain-specific administrative functional area. The key principles that make Rave Alert a favorite tool for activators:

1. Hide all functionality that a given adminstrator should *not* use. Example: IPAWS functions never appear to users who should not use them. Social media access can be suppressed completely - so the activator has no visible option to send a Twitter or Facebook update for example - or to selectively present specific accounts to specific admins to maintain boundaries.
2. Since the user sees *only* specific features relevant to their use of the system, as permissions are applied, the impact on product workflows is a simplification of the system, making it both easier to use and less error-prone.

		Yes	3rd Party	Next Release	No
1.19	State of Nebraska data must never be sold, transferred, shared, or otherwise used for any other purpose than for explicit use by the EMNS. Likewise, the data must never be reviewed for data harvesting or any other type of metric analysis other than explicitly required for operation of the EMNS. Describe how the solution will meet this requirement.	Yes			
Bidder Response:					

Compliant. Rave does not provide personally identifiable information in any way to telemarketers, analytics firms, or other solicitors. This policy is clearly stated in both Rave's contract with the customer as well as Rave's privacy policy.

		Yes	3rd Party	Next Release	No
1.20	State of Nebraska data is the property of the State of Nebraska and remains so throughout the life of the contract to include any and all renewals and/or extensions. All data will be returned immediately at the end of the contract to the State of Nebraska. No copy of the data will be retained by the contractor. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant and provide clear guidelines for data ownership. The customer retains ownership of all employee / staff and end user information. This is documented in our Master Licensing and Services Agreement (MLSA) (appended to this response) and contracting instruments.

Rave maintains a strict privacy policy to protect user information. This policy is stated in both Rave's contracting with the customer as well as Rave's privacy policy. Information input by our customers and collected as part of their alerting remains their property, and will be returned to clients upon termination of the contract. Typically, this includes all content provisioned by staff/employee opt-ins as well as data feeds from enterprise repositories such as ERP or HR systems, as well as data provisioned using self-management tools such as Managed Contacts or manually managed account information.

9-1-1 and similar data source ownership *may* vary for reasons outside of Rave Mobile Safety's control, and may be subject to licensing agreements or contracts among the State and its jurisdictions and specific data providers or public agencies. Information input by individual citizens, such as emergency vulnerabilities and other personal information, remains their property and subject to privacy policies, and will remain their property at the termination of the contract.

	Message Management Requirements Section 2	Yes	3rd Party	Next Release	No
2.1	A message initiator must have the ability to create and send notifications in under two (2) minutes. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert provides **a single workflow for sending a multi-modal alert**, which carries message content automatically between communication modes, while still allowing mode-specific edits if required. This saves time and effort when creating vital alerts. For example, text-to-speech scripts can be carried from the content of text alerts, and so on.

Emergency messages are not sent every day; when a crisis occurs, or a weather closing at 5am for example, your staff should be focused on the event, not on software. Rave Alert's emphasis on ease of use ensures that your broadcast administrators don't need a software manual every time they need to alert your community. Alerts can be activated in less than 60 seconds using all available modes.

Rave applications can be accessed in several ways:

1. Via standard web browsers listed below.
2. Rave Alert has a fully mobile-responsive user interface that supports access on mobile devices such as smartphones and tablets on any Internet-connected device platform
3. Via live operator, 24x7x365 support hotline in the event that power or connectivity are compromised.

Rave also supports an emergency login feature for customers who tie authentication to LDAP, AD, or SSO servers hosted on the customer's site; if the authentication provider systems are unavailable, administrators can use this emergency login to access the system to send alerts. In the event that all access is limited, for whatever reason, Rave provides 24x7x365 emergency notification support by telephone, where the Rave support team can send a message on behalf of the institution.

All product features are fully exposed through a mobile-responsive user interface that will size itself to smaller device profiles such as smartphones and tablets running iOS, Android, Windows Mobile, and other OS, as well as most ultrabook and netbook computers.

Clients can pre-save message content in unlimited number of templates. Templates allow you to predefine every aspect of an alert, including both recorded voice and mode-specific text content. Template values can be edited at runtime as needed to adjust

content. Templates are assignable by permission to control access, and use a very rapid filter/search function. Even without a template saved, however, multi-modal activations can be easily completed in under 2 minutes when message content is ready.

Rave Alert offers an intuitive Admin Console accessible over the web via a mobile-friendly, encrypted web site. This means Rave Alert's Admin Console will size to any internet-enabled device, from computers to smartphones, tablets running iOS, Android, and Blackberry OS, and most netbook and ultrabook computers.

Rave's customers praise the product's ease of use: Rave Alert provides a guided workflow, mobile responsive design, and customizable permissions that simplify the user interface for alert authors. These features combine to provide simple, effective alert construction and broadcast to our customers regardless of location and stressful conditions.

A Tested and Proven User Experience Designed By Our Customers
One size does not fit all. Rave Alert's interfaces are wholly customizable and surface features to each admin based on individual and role-based permissions.

One example is Rave Alert's specially configured SnapSend interface for the fastest possible alert sending process. In a simplified view the alert author signs in and selects a template from a list of templates assigned to them. This may be 1 or 2 specific templates, or many, as required: A selected template is populated for multi-modal distribution. In this specific configuration, the alert author provides both a short message for appropriate short modes such as text message, Twitter, and others, and a longer message (if needed) that contains more details for email and other longer delivery modes. This model is designed for a "type words and go" methodology. Rave Alert automatically broadcasts the appropriate short or long message for each enabled delivery method. SnapSend allows alert authors to edit just words, and then confirm the message delivering it by many mechanisms.

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SnapSend

Template

Delayed Opening [icons] ▼

Recipients   Edit

Demo User List (10)

Short Message   95 characters left

RD Alert: This is a test message. No action is required at time.

Long Message   936 characters left

RD Alert: This is a test message. No action is required at time.

Status

- Alert will be sent to 10 Recipients.

REVIEW AND SEND ALERT   CANCEL

Rave's unique SnapSend™feature provides a managed template for alert authors who require the simplest and most efficient messaging workflow.

Many usability experts attest that designing for simplicity is a complex and difficult task. Rave Mobile Safety used 15 years of experience and a year-long consultation with its customer advisors to produce this simplified of workflow. A picture does not do its interactivity full justice.

Most importantly, this workflow is **one choice among many**, and may be perfect for some users but not optimal for others. Rave Alert supports robust customization to allow your interfaces to support many uses (mass notification, departmental notifications, agency public and private notifications for example), and many administrators with varying levels of computer sophistication, with a

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MOBILE SAFETY

system that ensures users will not make mistakes or send messages to segments of the community they should not be able to reach.

Rave Alert's customizable and easy-to-use interfaces are best experienced in a live demonstration. Rave would welcome an opportunity to show how quickly an alert can be authored and sent.

All administrators must be required to have a user name and password and a role description defining their scope of authority, division, and limits. Describe how the solution will meet this requirement.

Compliant. (Description repeated from Section 1.8 above.) Rave supports best practices focused on using roles to fully render all such administrative permissions closely tied to recognizable naming conventions that represent each roles scope and purpose. We offer customizable permission levels so you can adjust and assign access to different Rave Alert tools in ways that match your current organizational structures and emergency management procedures.

Rave Alert supports standard roles with defined and distributed permissions, and you can create **custom roles** to configure access to nearly every product feature and every delivery mode in your system. You can stipulate, for example, administrators' read-only or read-write access to subscriber data, their ability to create or edit groups, save templates, manage alert distribution lists, and much more. The interface will only show your administrators tools they can use, simplifying the system for people who need to quickly send alerts without distractions, and supporting distributed administration models within your organization. This enhances both ease of use and organizational security.

Custom roles can also control access to specific data objects within the system, for example:

- Selective access to recipient groups (with or without create and save permissions)
- Selective access to individual alert templates (with or without create and save permissions)
- Selective access to delivery modes such as text, voice, email, and social media, as well as integrated systems such as sirens, IPAWS, and digital signage
- Selective access to specific social network pages or accounts on Facebook or Twitter
- Selective access to website feeds, e.g., where administrators at one location should only publish to specific websites
- Selective access to profiles that function as presets for *branding and administrative settings* such as Caller IDs on voice calls and email header and footer content
- Selective access to the Shape Library shapes available in the system
- Selective access to reporting features
- Selective access to a range of tools for managing subscriber data
- Selective access to Rave Prepare functions supporting emergency management decision making

- Selective access to system administration and related configuration settings

Rave Alert includes several default administrative roles:

- **Domain Administrator** - A Super User who can access all product features, manage user data, configure the product, and assign administrative roles.
- **Broadcast Alert Administrator** - An Alert author who can send broadcast alerts and view relevant reporting on those alerts. Broadcast Alert Admins view a very clean interface with few tools, supporting limited or occasional use. This admin cannot edit or access subscriber data attributes, improving both site security and compliance with FERPA and other privacy standards. To simplify the interface further, you can limit a Broadcast Alert Administrator to choosing from pre-configured alert templates.
- **List Administrator** -- An alert author who can send broadcast alerts only to specific user lists, and view reporting based on those alerts. You can assign any number of lists to a List Admin, but they cannot message users outside of these lists. Limited permissions like this can address a wide variety of authorization requirements and departmental situations. To simplify the user experience further, you can limit a Broadcast Alert Administrator to choosing from pre-configured alert templates.
- **Managed Contact** - A managed contact is a general role for subscribers flagged as "guest" users - users added via *ad hoc* spreadsheet upload, often covering contractors, interns, food services or other facilities contractors, affiliated agency contacts - users who are not typically stored in enterprise directories, but who are important to your organizations and who need to receive your communications.
- **User** - Standard subscriber role for message recipients.

You can create unlimited administrators, and assign unlimited administrators to each role, default or custom, at no additional charge. We provide on-going web-based training options for all administrators.

When an administrator/activator is assigned an RBAC role, the user is instantly assigned feature permissions, specific objects such as templates, subscriber lists, accounts and profiles, all from a single assignment. These powerful tools make for a safer system that removes functionality not appropriate to users in roles and at the same time simplifies activations by showing only relevant features.

		Yes	3rd Party	Next Release	No
2.2	All administrators must be required to have a user name and password and a role description defining their scope of authority, division, and limits. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. (Description repeated from Section 1.8 above.) Rave supports best practices focused on using roles to fully render all such administrative permissions closely tied to recognizable naming conventions that represent each roles scope and purpose. We offer customizable permission levels so you can adjust and assign access to different Rave Alert tools in ways that match your current organizational structures and emergency management procedures.

Rave Alert supports standard roles with defined and distributed permissions, and you can create **custom roles** to configure access to nearly every product feature and every delivery mode in your system. You can stipulate, for example, administrators' read-only or read-write access to subscriber data, their ability to create or edit groups, save templates, manage alert distribution lists, and much more. The interface will only show your administrators tools they can use, simplifying the system for people who need to quickly send alerts without distractions, and supporting distributed administration models within your organization. This enhances both ease of use and organizational security.

Custom roles can also control access to specific data objects within the system, for example:

- Selective access to **recipient groups** (with or without create and save permissions)
- Selective access to **individual alert templates** (with or without create and save permissions)
- Selective access to **delivery modes** such as text, voice, email, and social media, as well as **integrated systems** such as sirens, IPAWS, and digital signage
- Selective access to **specific social network pages or accounts** on Facebook or Twitter
- Selective access to **website feeds**, e.g., where administrators at one location should only publish to specific websites
- Selective access to **profiles** that function as presets for *branding and administrative settings* such as Caller IDs on voice calls and email header and footer content
- Selective access to the **Shape Library** shapes available in the system
- Selective access to **reporting features**
- Selective access to a range of tools for managing **subscriber data**
- Selective access to **Rave Prepare** functions supporting emergency management decision making
- Selective access to **system administration** and related configuration settings

Rave Alert includes several default administrative roles:

- **Domain Administrator** - A Super User who can access all product features, manage user data, configure the product, and assign administrative roles.

- **Broadcast Alert Administrator** - An Alert author who can send broadcast alerts and view relevant reporting on those alerts. Broadcast Alert Admins view a very clean interface with few tools, supporting limited or occasional use. This admin cannot edit or access subscriber data attributes, improving both site security and compliance with FERPA and other privacy standards. To simplify the interface further, you can limit a Broadcast Alert Administrator to choosing from pre-configured alert templates.
- **List Administrator** -- An alert author who can send broadcast alerts only to specific user lists, and view reporting based on those alerts. You can assign any number of lists to a List Admin, but they cannot message users outside of these lists. Limited permissions like this can address a wide variety of authorization requirements and departmental situations. To simplify the user experience further, you can limit a Broadcast Alert Administrator to choosing from pre-configured alert templates.
- **Managed Contact** - A managed contact is a general role for subscribers flagged as "guest" users - users added via *ad hoc* spreadsheet upload, often covering contractors, interns, food services or other facilities contractors, affiliated agency contacts - users who are not typically stored in enterprise directories, but who are important to your organizations and who need to receive your communications.
- **User** - Standard subscriber role for message recipients.

You can create unlimited administrators, and assign unlimited administrators to each role, default or custom, at no additional charge. We provide on-going web-based training options for all administrators.

When an administrator/activator is assigned an RBAC role, the user is instantly assigned feature permissions, specific objects such as templates, subscriber lists, accounts and profiles, all from a single assignment. These powerful tools make for a safer system that removes functionality not appropriate to users in roles and at the same time simplifies activations by showing only relevant features.

		Yes	3rd Party	Next Release	No
2.3	The EMNS must allow message initiator to send notifications to an unlimited number of recipients. Describe how the solution will meet this requirement.	Yes			
Bidder Response: Compliant. Rave Alert is licensed for unlimited messaging, and there are no practical technical limitations on recipients selected for notifications.					

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		Yes	3rd Party	Next Release	No
2.4	The EMNS must allow designated division administrators to send pre-scripted or ad hoc emergency action messages using a web-based interface. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert supports multiple and customizable workflows that provide several options for both scripted and *ad hoc* notifications. Notification templates are simple to create and even simpler to activate when storing a ready message - 3 clicks to completion, including full message confirmation. While it is easiest to show this simplicity in an interactive demonstration, there are numerous features that speed up both scripted and *ad hoc* multi-modal messages even when starting from scratch with a new message.

Rave Alert features an alert type called SnapSend™ described in prior responses. SnapSend is based on the idea of letting an underlying template determine the mapping of a simple short, and optional longer message, sending each to the appropriately configured delivery modes.

In our standard mode alerts, the user is instead guided through an easy-to-follow 3-step wizard to complete activation:

Rave County
EMERGENCY MANAGEMENT

Hi, Noel ▼

⚠ Alerts   ⟳ Rave Prepare   ▤ Reports

Dashboard   Alert Templates   Lists

① **Alert Details**   MORE INFO

Name: | Hurricane Preparedness Warning | 10 characters left

Type: | ⚠ Standard ▼ | ❓

☐ **Enable For SnapSend**

② **Alert Methods**

⊖	⊖	⊖	⊕	⊖	⊖	⊕	⊕
💬	✉	📞	🔊	🐦	f	(•)	📱
Text	Email	Voice	RSS	Twitter	Facebook	IPAWS	Smart911

③ **Delivery Targets** [EDIT]

Summary
➡ Geo-Filter Applied
➡ 12 Recipients ❓
➡ 12 Device Targets
➡ Alert will be sent via Twitter and Facebook

Tags EDIT ❓

[CONTINUE]   [SCHEDULE]   [SAVE TEMPLATE]   [CANCEL]

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Step 1 names the alert. Step 2 expands to provide the content for each delivery mode, auto-completed by preset "profiles" that automatically configure your preferred settings, and using prior messaging content as a starting message for each enabled delivery mode. Step 3 is where delivery recipients and map-based selections are configured.

Inside delivery modes, features such as our Email Profiles support instant branding of messages and live preview:
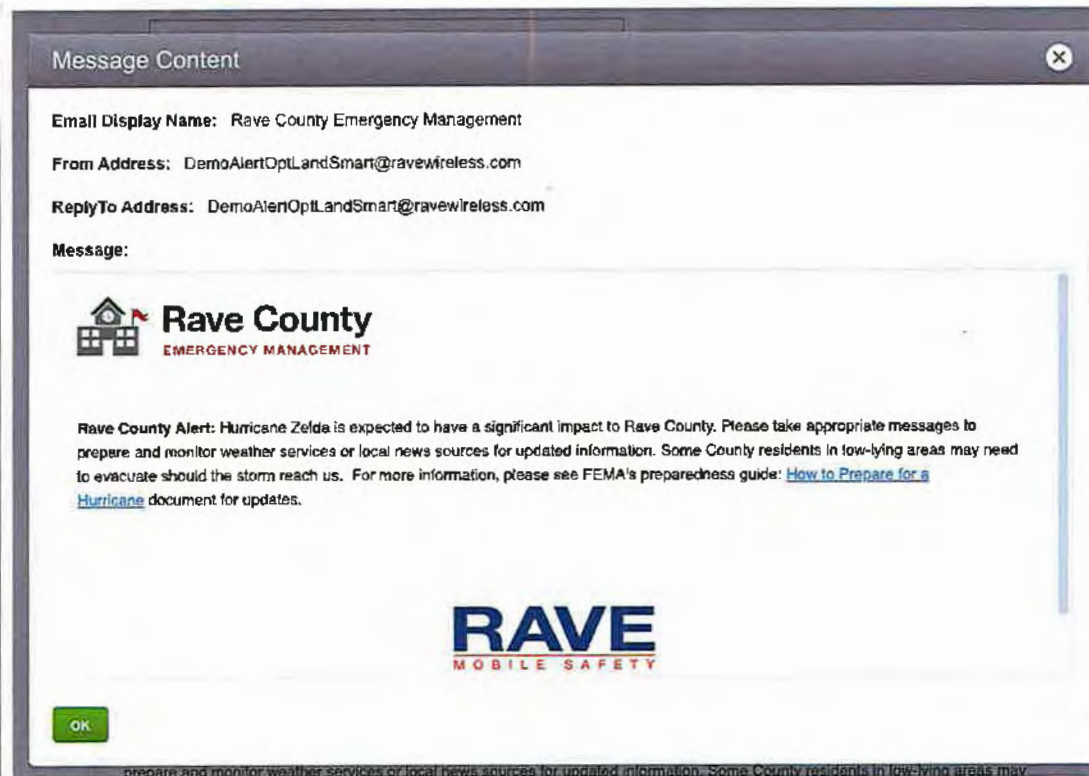
Another helpful feature for activators: Rave Alert includes a popular feature called "Template Protection" that warns senders when a message contains incomplete details for content within a template - preventing "accidents" where a message has not had the

requested data changed in any or all delivery modes when the activator is expected to provide additional details for a notification, ensuring complete messages are sent.

Placeholder Text Detected   ⊗

It seems like you may have forgotten to update the text in the following Modes.

- Twitter

These modes contain [INSERT which may indicate need for further editing.

GO BACK AND EDIT   CONTINUE WITH SEND

Finally, a critical component to ensuring messages are correct and complete and to reassure activators, Rave Alert provides significant details in a final confirmation step before sending:

Confirm Alert Before Sending   ⊗

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This alert will be sent to 12 recipients
This alert will be sent via **Social Media**
This alert will be sent via **Smart911**

Name: Hurricane Preparedness Warning
Type: 🔺 Standard
Modes: 💬 ✉ 📶 🐦 📘 🔒
Tags:

💬 TEXT SUMMARY

Text Message:

Rave County Alert: Hurricane Zelda is expected to impact Rave County extensively. Please take appropriate steps to prepare and monitor weather reports.
Text Message (Japanese): レイブ郡警報:ハリケーンゼルダはレイブ郡に広範囲に影響を与えると予想されます。天気予報を準備・監視するための適切な措置を講じてください。
Text Message (Spanish): Alerta del condado de Rave: Se espera que el huracán Zelda afecte ampliamente al condado de Rave. Por favor, tome las medidas apropiadas para preparar y monitor

✉ EMAIL SUMMARY

Email Subject: Hurricane Preparedness Warning
Email Message:

Rave County
EMERGENCY MANAGEMENT

Rave County Alert: Hurricane Zelda is expected to have a significant impact to Rave County. Please take appropriate

Continue Delivery Attempts Until: Fri, 24 Jan 2020 22:21:41 EST5EDT

Please check your work. This alert will be sent to a large audience via 🔒 📘 🐦

SEND THIS ALERT TO 12 RECIPIENTS   GO BACK AND EDIT

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		Yes	3rd Party	Next Release	No
2.5	Message initiators must be able to contact the notification service through a designated website or through a toll-free telephone number to a 24/7 operations center maintained by the contractor. It must be possible to immediately speak with an operator who can: a. Follow instructions to initiate an alert; b. Determine the scope of authority, division, and limits of the caller. Describe how the solution will meet these requirements.	Yes			

Bidder Response:

Follow instructions to initiate an alert;

Compliant. Standard processes supported via our 24 x 7 support hotline.

Determine the scope of authority, division, and limits of the caller.

Compliant. Standard processes supported via our 24 x 7 support hotline include validation of user identity. When requesting assistance, support techs will use an escalation process via established escalation contacts collected during onboarding in the event a caller attempts to utilize features outside the configured access controls for the caller.

Describe how the solution will meet these requirements.

We provide a 24x7x365 technical support line where a Rave support employee can create and send notifications on behalf of clients experiencing messaging issues. We also provide phone and email support for other issues. Our trained support technicians can remotely access your instance of the system to troubleshoot, remotely activate alerts when you have connection issues, or perform other support functions.

We pride ourselves on swift response times and invite you to consult with our references about our past responsiveness. All customer support is handled by domestically located Rave Mobile Safety employees who are trained in system usage, behavior, and security policies.

This support is an included service in the purchase of Rave Alert, and so is available so long as you are within contract for the product. Please see our MLSA documentation for more detailed service terms.

		Yes	3rd Party	Next Release	No
2.6	The EMNS must include multiple methods to initiate messages. The message initiator must be able to:	Yes			

	a. Dictate a message to an operator; b. Record a voice message by telephone or Internet; c. Type a text message using an Internet or a telephone text-messaging device; d. Live operators or the system software must be able to convert text messages to highly intelligible speech. Describe how the solution will meet these requirements.				

Bidder Response:

Dictate a message to an operator;

Compliant. Via our 24 x 7 support hotline.

Record a voice message by telephone or Internet;

Compliant. Rave Alert allows each voice alert to be generated by recording a voice message or by converting text to speech. Clients can choose which option initially opens as the default, and which administrators must select before using.

Rave Mobile Safety also provides a unique "Call-me" feature for voice recordings, where the system will call an administrator's phone, selected from a list of the sender's active devices, or the administrator may also choose to call the system number to record the message.

Type a text message using an Internet or a telephone text-messaging device;

Compliant.

Live operators or the system software must be able to convert text messages to highly intelligible speech.

Compliant.

Describe how the solution will meet these requirements.

For each voice alert, you can choose between computer-generated text-to-speech and recording a message through Rave's "Call Me" feature. Each alert can use either method, and the customer can choose which method is set as the default for each alert template. To record a voice message, the alert author can prompt the system to "Call Me" at any available phone number.

Text-to-speech synthesis is of very high quality with solid natural language parsing capabilities. The system automatically carries text content from other short-form delivery modes, or you can customize the message for the specific alert. Alert authors can review recorded messages from the voice alert configuration.

RAVE
MOBILE SAFETY

Text-to-speech pronunciations can also be corrected within the product's configuration screens; in the event that a specific word, acronym, or name is mispronounced by the system, you can easily adjust the pronunciation to correct it.

Rave Alert supports an "introductory voice" feature that prefixes a recorded greeting before delivering a text-to-speech or other recorded message. This is configurable by alert, with a value stored in alert templates or changed on the fly during alert activation. An example is "This is an official announcement from the State of Nebraska Office of Emergency Management" before then playing a text-to-speech or recording message. This helps identify an official message from the jurisdiction as well as allowing a degree of tonality to the notification.

		Yes	3rd Party	Next Release	No
2.7	The EMNS must have the ability to issue multiple notifications modes simultaneously with a single action. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. As noted and illustrated in response 2.4 above, our workflows enable your activators to send multi-modal notifications from a single activation.

		Yes	3rd Party	Next Release	No
2.8	The message initiator must have the ability to define the duration of the notification. (Example: after one hour of attempts to contact recipients the notification must be terminated). Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Overall alert expiration time for all alert delivery modes can be set for any alert or template. In addition, certain delivery modes may have specific settings that offer finer grained control; for example, Polling Alerts can be tuned to expire with the alert expiration, any arbitrary duration up to 60 days, or when a quota of respondents select a specific option a specific number of times. Voice notifications can be configured for a specific count of retries for numbers busy or not answered. IPAWS messages allow you to set timings for Effective and Onset times as well as alert duration. The product also features an alert cancellation command that will immediately shut down communications via all modes in the appropriate fashion.

		Yes	3rd Party	Next Release	No

		Yes	3rd Party	Next Release	No
2.9	The EMNS must include a series of web based, pre-defined templates for emergency messages which administrators can use to initiate messages or can modify or define new ones. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Standard template features support a wide range of messaging needs. In addition, new templates are created from scratch in 1-2 minutes and existing templates may be copied and specialized by a single click functioning much like a "Save As..." command. Rave Alert also includes a library of best practice template content and examples.

		Yes	3rd Party	Next Release	No
2.10	The system must allow for unlimited notifications to be created and stored for immediate activation with the ability to quickly edit notifications ad hoc. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Again, workflow samples and screen captures are provided in response 2.4 above. The user can simply open a template, confirm content and send, or may choose to modify contents as needed. A special feature ensures that messages where the activator is expected to supply specific incident messaging, our Template Protection feature helps ensure activators review incomplete alerts where such information has not been updated in your templates. These features support a very wide range of template use models. In addition, access permissions can be applied to control whether specific administrators can save and create new templates or may only modify existing templates that are defined as standard.

		Yes	3rd Party	Next Release	No
2.11	The message initiator must have the ability to define the type of message (broadcast, first response, round robin, etc.) and the frequency of calling recipients' devices. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. A wide range of settings and workflows combine to provide appropriate messaging to selected recipients using a range of device targets, opt-in choices, type of notification (broadcast, narrowcast/operational, polling, etc) and default alert expiration across all modes as well as within specific delivery mode settings when appropriate. Under Voice messaging, for example, a specific count of retry attempts for busy and not-answered contact can be configured by alert: how many times to retry such a number and the interval to wait between retries. These settings are combined in Voice Profiles for instantaneous settings - retry

features as noted, as well as Caller ID, number of times to play the message, and/or whether to use our Conference Blast feature on any configured voice conferencing service. All Voice Profile settings may also be overridden while reviewing and sending alerts. Other delivery modes, such as CAP notifications, can be sent with default or overridden onset, effective, and duration time settings individually if needed.

		Yes	3rd Party	Next Release	No

2.12	The EMNS user interface must allow for:
	
	    a. The simple creation of notifications;
	    b. The selection of notification recipients or groups and;
	    c. The ability to edit any portion of the notification prior to sending.
	
	Describe how the solution will meet these requirements.
		Yes			

Bidder Response:

The simple creation of notifications;

Compliant.

The selection of notification recipients or groups and;

Compliant.

The ability to edit any portion of the notification prior to sending.

Compliant.

Describe how the solution will meet these requirements.

Compliant. We designed, tested, and revised our interfaces to be easy to use. Through our alert creation process, you can intuitively create configure and send many delivery modes through a single alert. Our interfaces are mobile-friendly, meaning your administrators can use the same simple interface from any internet-enabled device, from computers to smartphones, tablets running iOS, Android, and Blackberry OS, and most netbook and ultrabook computers. In addition, the interface meets all stated requirements with elegance:

1. Simple, rapid and effective activations even when starting "from scratch" creating a new message with multiple delivery modes selected.
2. The ability to select recipient groups from among opt-ins, manual, dynamic, automated and other lists from data sources.

3. Similarly, all content selected for active delivery modes may be easily modified before sending. Rave's Template Protection feature also helps ensure that content areas where activators are expected to insert or modify details is completed before sending a notification.

Figure: Send alerts from any Internet-enabled smartphone, including iPhone, Android devices, Blackberry, Windows Mobile, and more.

We design Rave Alert to be simple to use in stressful or distracted circumstances, and work to proactively improve Rave Alert's intuitiveness and ease-of-use based on customer feedback and usability testing. We especially designed our send-flow to make sure even new or unfamiliar users can intuitively follow the send process in emergencies.

A Tested and Proven User Experience Designed By Our Customers

One size does not fit all, and your administrators need to send alerts in different situations and frequencies. We provide tools so you can customize Rave Alert's interfaces to different administrators, only showing specific tools and options based on their needs.

For example, you can assign our simplest SnapSend interface to administrators who only need to send messages as easily as possible. In this simplified view, your alert authors select a template and input a short and long message, which Rave Alert then automatically maps to multiple delivery paths in an underlying template. This provides an easy "type and go" experience, embedding Rave Alert's full power behind the scenes.

	Yes	3rd Party	Next Release	No
2.13 Message initiator must be able to have scheduled scenarios automatically delivered based on day of month or time of day, where scheduled call-outs can be classified as a recurring activity (Examples: monthly system tests, bi-weekly event postings). Describe how the solution will meet this requirement.	Yes			

		Yes	3rd Party	Next Release	No

Bidder Response:

Compliant. Standard scheduling features include the ability to schedule an unlimited number of alerts.

		Yes	3rd Party	Next Release	No
2.14	The EMNS must have the capability to transmit pre-recorded voice messages or ad hoc messages of any length between 10 seconds and three minutes. Describe how the solution will meet this requirement.	Yes			

Bidder Response:
Compliant. There is no technical limitation imposed on voice message length. Text-to-speech notifications are validated to 3,000 characters, which will typically produce a message between 7 and 10 minutes in length.

		Yes	3rd Party	Next Release	No
2.15	The EMNS must allow the notification to provide recipients with response options that must immediately connect them to an administrator-defined phone number, such as a Service Desk or conference call bridge. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert supports this requirement with its Conference Blast™ feature. Conference Blast allows the user to bridge a voice alert recipient directly into a conference bridge hosted on any standard conferencing service used by the customer. Automated PIN code entry is a standard feature. Any number of conference bridge lines may be configured in Voice Profiles for instant selection during *ad hoc* notifications or when editing a template.

Bridging features can connect users directly to a hotline or other number you wish. In addition, Caller ID is configurable for every alert, which can lead users to a callback; Rave Alert also features an option to configure "Inbound calling" where users are connected to a number hosted on the Rave platform with very high capacity (3600 calls/minute) and that can be toll-free or as a local exchange which supports customized names on the Caller ID for those numbers. These lines may be used as a hotline and feature a one-click option to use these numbers as the Caller ID so that return calls route to your recorded message to keep 9-1-1 and other critical call centers from being overwhelmed by call recipients calling back for information.

		Yes	3rd Party	Next Release	No
2.16	The message initiator must have the ability to listen to the text to speech message before the message is initiated. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Several options are available to audition both text-to-speech messages as well as recorded messages and our unique Introductory Voice feature that puts a user-friendly greeting as a prefix to your voice alert:

1. Within the Voice alert delivery mode, there is a play option to review the message at any time
2. When recording a message, you can preview within the Call Me function prompting the user to record the message - then listen and correct if needed.
3. The system can be asked to call a phone number to play the preview message.
4. The user can dial in to the voice center to request a manual replay.

Manage Voice Message

Message Recorded

YES

Message Preview:

▶ 0:00 / 0:05 ──── 🔊 ⋮

Hear the message on your phone:

🔘 Mobile 61? ●●● ●●●●

⚪ Call me at this number:

[CALL ME] [CLOSE]

In general, the live preview within the Voice recording interface is the most commonly used.

		Yes	3rd Party	Next Release	No
2.17	The message initiator must have the ability to set the delivery speed/throttle rate for telephony type messages to be sent. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Standard functionality. Rave Alert has both automatic and proactive call throttling tools to avoid and respond to congestion on your local telephone lines.

During real-time delivery, Rave Alert uses congestion-based throttling to automatically avoid overwhelming local exchanges. For example, each of Rave Mobile Safety's 4 voice-calling centers' ARS (Automatic Route Selection) tools maintain at least six premier carrier route choices to deliver individual voice alerts.

These systems can change routes and carriers in real-time to bypass faults or congestion. Rave Alert also supports configurable throttling so you can tune our call output to your local constraints. You can identify both the phone numbers that should be throttled (in the form of line ranges) and your desired call rate. When sending messages, Rave Alert will automatically collect the phone

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numbers associated with a throttling profile, group them together, and begin calling these numbers, limiting calls to the maximum concurrent call limit set in the throttling profile.

Outbound Throttling			CREATE THROTTLING PROFILE
Profile Name	Range	Targeted Limit	Action
Throttling for Main PBX Trunks	(508) 532-9000 - (508) 532-9999 and 1 more	10	✏ ✖
Throttling Profile 2	(508) 878-8982 - (508) 878-9000	3	✏ ✖

Rave Alert automatically determines the call rate based on the limit you define, the number of recipients, and the length of the call message to maximize throughput without overwhelming your infrastructure. You can create multiple throttling profiles for independent voice networks if needed. For instance, if you have a legacy PBX system and a newer VOIP system, each with dedicated capacity and distinct phone numbers, you can create corresponding Throttling Profiles to match each system's voice capacity.

		Yes	3rd Party	Next Release	No
2.18	The EMNS must have the ability to store special pronunciations in the system so that when a word is typed in an outgoing message the word is pronounced as phonetically stored in the system. Describe how the solution will meet this requirement.	Yes			
Bidder Response: Compliant. Standard functionality. System administrators can fine tune pronunciations directly within the System configuration interface.					

Alert Settings

Create New Pronunciation

Word:

[   ] **PREVIEW**

50 characters left

Pronunciation:

[   ] **PREVIEW**

50 characters left

Language:

[English   ▾] ❓

SAVE

		Yes	3rd Party	Next Release	No
2.19	The EMNS must have the ability to address the recipient by user name as a greeting at the beginning of the message as a default setting. Describe how the solution will meet this requirement.				No
Bidder Response:					

At this time, Rave Alert does not support this functionality out of the box.

		Yes	3rd Party	Next Release	No
2.20	The EMNS must have the ability to set default message sending methods by division or group. Example: a specific group could always default to: "round robin" method unless overridden at the time the message was initiated. Describe how the solution will meet this requirement.	Yes			
Bidder Response:					

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Compliant. All template settings (given permissions) can modify all template alert settings as needed.

		Yes	3rd Party	Next Release	No
2.21	The initiator of a message must have the ability to override device preferences. (Example: the administrator must have the option to call "work phones only" during a notification even though the primary device listed in a recipient preference is "mobile phone" the only device called for this recipient in this example would be "work phone") Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Standard Functionality. Device types and placeholder columns are combined to select specific settings as configured. Some additional functionality is available based on specific feature areas; for example, Automated Weather Notification functionality and opt-ins can be configured to support specific whitelisted hours for each weather type if desired. Values presented to the activator will be specific to selected delivery modes for the alert; all choices are active based on alert settings.

Text
- ● All Text Devices   ○ Select Text Devices

Email
- ● All Mailboxes   ○ Select Mailboxes

Voice
- ○ All Voice Devices   ● Select Voice Devices
  - ☑ Mobile 1   ○ Mobile 2
  - ☐ Mobile 3   ☑ Land line 1
  - ☐ Land line 2   ☐ Land line 3

		Yes	3rd Party	Next Release	No
2.22	The EMNS must have the ability to include rich media attachments on email notifications. Bidder describe process. (add this type of sentence to all requirements.)	Yes			

Bidder Response:

Compliant. With Rave Alert you can customize the subject, content, Display Name (which displays as user name in email clients such as Outlook and Gmail), from:, and reply-to: addresses of each email alert, and the format of HTML emails, including

embedding images, embedding links, and formatting reusable headers and footers. To make that process faster and prevent typos, you can save collections of address and format settings into quick-access profiles for your administrators to choose when sending alerts.

Rave Alert supports up to 10mb of attachments or up to 10 attached files to email alerts. You can save these attachments ahead of time as part of alert templates, or upload them at send-time as needed.

A key factor is that both image and file attachment content are stored on high-performance Rave servers. Email administrators appreciate the efficiency of this methodology, which minimizes the size of messages sent and stored on mail servers, and at the same time maintains optimal delivery performance.

		Yes	3rd Party	Next Release	No

2.23	The message initiator must have the ability to control how call-outs must be terminated, including but not limited to:
	
	  a. All recipients defined for notification have been reached;
	  b. The pre-determined time period comes to an end;
	  c. A selected number of unsuccessful attempts to reach a recipient has been reached;
	  d. A pre-determined number of recipients from a larger list have been notified;
	  e. Pre-determined positions have been filled by desired number of personnel;
	  f. The callout is stopped manually.
	
	Describe how the solution will meet these requirements.
		Yes			

Bidder Response:

The message initiator must have the ability to control how call-outs must be terminated, including but not limited to:

All recipients defined for notification have been reached;

Compliant.

The pre-determined time period comes to an end;

Compliant. Set via alert expiration.

A selected number of unsuccessful attempts to reach a recipient has been reached;

Compliant. Can be configured in modes such as voice based on number of attempts. Other retries are tied to alert expiration.

A pre-determined number of recipients from a larger list have been notified;

Compliant. Rave Alert notifies all users on selected lists. Several workflows can be used to sub-segment lists and subscriber populations.

Pre-determined positions have been filled by desired number of personnel;

Compliant. Quota functionality is standard within Rave's Polling Alert type.

The callout is stopped manually.

Compliant.

Describe how the solution will meet these requirements.

Compliant. Rave Alert provides mode-specific stop and cancellation behaviors appropriate to the delivery mode, as well as the ability to cancel an in-progress notification.

First, every alert can be configured for a customized expiration period, defaulting to 8 hours.

Every active alert may be cancelled, shutting down all delivery and retry behaviors in the system, and executing mode-specific behaviors with additional modes such as IPAWS, CAP, and others. In addition, IPAWS, CAP, and Alertus notifications all support configurable expirations via standard settings, accessing mode-defined configurations.

In addition, specific requirements are met via other features. For some delivery modes, notably voice notifications, where retry behaviors may be configured for a certain number of retried calls over user-defined intervals.

Rave's location-aware Polling features also support settings to expire at the default alert expiration time, any arbitrary period ranging from 15 minutes to 60 days, and when a quota response is met - e.g., when 5 users have accepted an invitation, the next respondent is notified that the request has been satisfied.

A key component to understand all these behaviors is reporting: Rave Alert shows summary views indicating statuses mode-by-mode and alert-wide; detail reports will show the impact on every user and every device selected for notification.

		Yes	3rd Party	Next Release	No
2.24	The EMNS must be able to receive a response from two way devices to confirm a message has been delivered.	Yes			

| | Explain the methods. | | | | |

Bidder Response:

Compliant. Rave Alert supports individual responses from recipients for voice, text, and email alerts, both in standard alerts and via our polling notifications. Some of Rave's mobile apps support check-in response features as well.

We support phone polling using touch-tone responses. On voice notifications, the administrator can configure the notification to have up to 9 responses, and instructs recipients on the required responses when recording the message. Voice response collection can be configured in alert templates for instant recall. Responses can be required or not as desired.

Rave Alert also supports 2-way communication for text and email. For text notifications, Rave Alert supports inbound SMS responses. For email notifications, Rave Alert supports configurable, one-click accessible "email profiles" that can be attached to email alerts and alert templates. The profiles store combinations of "from:", "reply-to", and "Display Name" SMTP attributes that properly brand email in the user's email clients, and can selectively route responses to specific mailboxes.

Rave Alert generates a dedicated response report for every alert that records responses from any of these tools. Each incoming response generates a push notification to the alert sender with a link to this response report. Alert activators can receive a push notification when responses are received.

This, in addition to the previously mentioned and robust polling features ensure a two-way messaging process that can be trusted to deliver the appropriate feedback in an easy to manage fashion.

		Yes	3rd Party	Next Release	No
2.25	The EMNS must be able to receive polling information (Example: "press one for Available, press 2 for Deployed, or press 3 for Out of Service"). This ability must be available in some form for all two-way devices and a call back method must be available for one-way devices. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. As noted above, Rave Alert processes two-way responses from recipients for standard voice, text, and email alerts as well as its powerful polling features.

We support phone polling using touch-tone responses and text replies on individual delivery modes like SMS and email.

Rave Alert generates a dedicated response report for every alert that records responses from any of these tools. Each incoming response generates a push notification to the alert sender with a link to this response report.

One additional note is that Rave Alert's polling notification type does NOT require that the recipient have a mobile app installed; all functionality works on any Internet-connected device, such as desktops, laptops, smartphones, tablets, MDTs and more.

		Yes	3rd Party	Next Release	No
2.26	The EMNS must have the option of allowing the recipient to hear the message repeated. Describe how the solution will meet this requirement. (Example: "press zero to hear this message repeated")	Yes			

Bidder Response:

Compliant. Every voice alert supports a "Press * (star) to repeat" option to include or exclude as desired. In addition, on voice notifications, message replays can be configured to repeat the message up to 10 times.

		Yes	3rd Party	Next Release	No
2.27	There must be a feature that requires a PIN or other authorization of receiver for secure messages before delivery. (Example: "enter your PIN to listen to this message"). Describe how the solution will meet this requirement. If additional authorization criteria is available, please list:				No

Bidder Response:

There must be a feature that requires a PIN or other authorization of receiver for secure messages before delivery. (Example: "enter your PIN to listen to this message"). Describe how the solution will meet this requirement.

At present, Rave Alert does not support this function. It would require a product enhancement to provide. Rave Mobile Safety is interested in learning more about the underlying use cases for this function to explore potential enhancement paths to meeting this requirement in a future release.

If additional authorization criteria is available, please list:

At present, Rave Alert does not support this function. It would require a product enhancement to provide. Rave Mobile Safety is interested in learning more about the underlying use cases for this function to explore potential enhancement paths to meeting this requirement in a future release.

Contact Management Requirements Section 3		Yes	3rd Party	Next Release	No
3.1	The EMNS database must be capable of allowing system administrators to add or delete contact numbers from the main database or any databases created by the same administrator at any time and provide an audit trail to search and inspect changes and deletions. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Extensive fully-auditable user management functions are supported, all observing administrative access permissions for the users who are managing contacts. Mobile, voice and email addresses support a "Test" button that can be used by an administrator to test connectivity if desired; these also appear to the end-user in self-service portals for self-testing. Rave's automated SmartLoader tools provide a platform for fully automated contact management functionality described in surrounding responses.

Certain other automated or pre-provisioned data can be managed. For example, ANI/ALI/911 loaded into the system by automation may have devices suspended permanently. In the use case where a former resident has ported a local phone to another locale, you'll be able to suspend that contact and it will stay suspended over multiple refreshes to the data.

Inside the product, a manual interface supports auditable manual account management, and there is a spreadsheet-based upload process that can be used to load multiple users quickly via a single action.

One feature set worth noting is that user management can support users who may need to manage user data ONLY, or who are assigned delegated user management tasks where access to user updates and affiliations are de-centralized.

		Yes	3rd Party	Next Release	No
3.2	The EMNS must have the ability to import contact information from any database via secure file transfer protocol. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert offers multiple tools to accept data from different databases.

SmartLoader
Rave Alert offers a suite of batch-oriented data automation and ETL capabilities called SmartLoader. In Rave Alert's batch

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interface formats, a CSV file-based upload process supports a full contact upload as well as segmentation of users into messaging groups.

You can use SmartLoader to automatically:

- Add new users to Rave
- Opt users in to Broadcast Alerts via e-mail, text, and voice message depending on provided device contact information
- Remove members from Rave who do not appear within the batch file
- Update attributes such as phone and email contact information associated with existing users when re-running an updated batch file
- Create and manage groups and group properties
- Manage group subscriptions

SmartLoader can be configured to automatically update and sync data with other databases as personnel information changes.

Over 35 points of validation are supported by the SmartLoader utilities, including scanning for duplicate records. For example, Rave Alert validates both mobile carrier and whether a specific mobile number is in service. This implementation provides a "set it and forget it" style of ongoing management of subscriber data in and out of the ENS.

Transport can take place over public shared key SFTP or WebDAV connectivity if desired.

Managed Contacts

Rave Alert also supports broad functionality for manually loading contact information for guest or temporary users using our Managed Contacts feature.

Managed Contacts lets you create, edit, and delete user records by loading a CSV file, with the ability to specify start and expiration dates, multiple contact points per user, group affiliations, and geo-tagging and address data for contacts for use with geographically targeted notifications.

User Management API
The Rave User Management API allows for management of subscriber data, group properties, and much more, directly from within bespoke applications such as portals and personnel systems. It is a robust user management API that can support real-time user management via SOAP-based or RESTful web services applications. Remote applications can create users and manage the system through this API. The API also supports all list and group functionality in the product, as well optional interactive services supporting a mobile phone confirmation flow. Manual management tools for help desk or other administrative users with assigned permission levels, are also available.

These APIs also support messaging to individual recipients by SMS and voice, allowing you to embed notification functions in response to application events. This feature is not designed for mass notification.

HR Systems and Other Databases

Rave Mobile Safety has experience integrating with a wide variety of HR systems and other databases using the tools described above. Update schedules are configured based on customer needs, with data refreshes performed anywhere from daily to yearly.

Ongoing Data Validation

Once data is entered into the system, Rave Alert continues to automatically check its validity through periodic "freshness checks." The outcome of these are captured in a standard Enrollment Report, a daily report that includes all customer-stored internal user data in the system, all user preferences, and any validation issues that emerge from freshness checks. This report is an automated nightly snapshot stored for 30 days in rotation for the customer. The customer can archive these reports locally manually or via automation to create a complete historical record of such data if desired.

		Yes	3rd Party	Next Release	No
3.3	The EMNS must offer (as an option to divisions that require the additional service) a solution that must automatically synchronize the division's contact list with the system database. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert supports many ways to migrate or upload contact data and recipient lists, including the ability to upload an ad hoc list at the time of message activation. We support unlimited user lists, unlimited recipients per list, and unlimited recipient lists per alert. Our Optional Smartloader solution allows for synchronization of data from external systems into the Rave Alert platform.

Add Recipients From

- Sign Up Portals
- 9-1-1 Databases
- Other Systems via API
- Vulnerable Needs Registry
- Employee Databases
- Admin Console

Target Recipients By

RAVE ALERT™

Any combination of:
- List Membership
- Location
- Attribute
- Vulnerability
- Custom Selection

Reach Them With

- SMS
- Voice
- Email
- Facebook
- Twitter
- Websites
- IPAWS
- CAP

		Yes	3rd Party	Next Release	No
3.4	The EMNS database must be able to store unlimited devices per database contact and should allow a different calling order of these devices depending on the time of day (location schedule). (Example: recipient might designate a work phone as the primary device between 0700 and 1800hrs, a home phone as primary device between 1800 and 2400hrs.) Describe how the solution will meet this requirement.	Yes			

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Bidder Response:

Compliant. Rave Alert provides a public portal where residents, commuters, and businesses can add and update contact information. Links to this portal can be embedded directly into client websites. This portal is a standard part of our alerting services, and has no additional cost or setup fee.

This portal can offer different alert categories based on the registrant's location, allowing you to intelligently support both resident and commuter populations. Community members can input unlimited contact numbers, including wireless devices. Information that your community members put on this portal is updated in real-time on the system and available for use immediately.

You can configure different opt-in subgroups for your users to choose from, shown in the "Notification Preferences" section below. Users can choose what type of alerts to receive, and what devices to receive them on, with a selection available for each device selected for contact:

Keeping data current is always a challenge when providing citizen services to the public. Our public portal does this for you with a sophisticated automated reminder system, which requires your recipients to verify and update their data every six months. This keeps your alerting lists and vulnerable needs registries accurate and up-to-date.

The public portal also provides unified sign-up and opt-ins for our other safety products in the Rave 911 Suite, allowing your users to share emergency data with 9-1-1 and personal vulnerabilities with emergency managers while signing up for alerts. Jurisdictions using both Rave Alert and the Rave 911 Suite report higher registrations for both services thanks to this unified signup.

As noted in other responses in this bid, Rave Alert supports a separate portal for staff and employees, conveniently isolating staff updates from public updates in order to best support the unique communications needs unique to your jurisdictions and agencies compared to strict public communications. Our Staff portal may implement device management such that particular contact container fields can be used to signify opted-in personal device contact fields from official devices, office phones, etc. Within alerting workflows, sends have options to target these based on the type of device indicated when needed.

Other specific features also support related features. For example, Automated Weather Notifications can specify notification hours customized for each severe weather type if needed. All Common Alerting Protocol integrations support time-of-day filters for notifications as well.

		Yes	3rd Party	Next Release	No
3.5	The EMNS must allow for each political subdivision and its separate departments or entities to open unlimited sub-accounts with their own secure password and identification. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. We offer UNLIMITED admins with customizable permission levels so you can adjust and assign access to different Rave Alert tools in ways that match your current organizational structures and emergency management procedures.

Rave Alert supports standard roles with defined and distributed permissions, and you can create **custom roles** to configure access to nearly every product feature and every delivery mode in your system. You can stipulate, for example, administrators' read-only or read-write access to subscriber data, their ability to create or edit groups, save templates, manage alert distribution lists, and much more. The interface will only show your administrators tools they can use, simplifying the system for people who need to quickly send alerts without distractions, and supporting distributed administration models within your organization. This enhances both ease of use and organizational security.

Custom roles can also control access to specific data objects within the system, for example:

- Selective access to recipient groups (with or without create and save permissions)
- Selective access to individual alert templates (with or without create and save permissions)

- Selective access to delivery modes such as text, voice, email, and social media, as well as integrated systems such as sirens, IPAWS, and digital signage
- Selective access to specific social network pages or accounts on Facebook or Twitter
- Selective access to website feeds, e.g., where administrators at one location should only publish to specific websites
- Selective access to profiles that function as presets for *branding and administrative settings* such as Caller IDs on voice calls and email header and footer content
- Selective access to the Shape Library shapes available in the system
- Selective access to reporting features
- Selective access to a range of tools for managing subscriber data
- Selective access to Rave Prepare functions supporting emergency management decision making
- Selective access to system administration and related configuration settings
- Selective access to multiple IPAWS COG profiles

When an administrator/activator is assigned an RBAC role, the user is instantly assigned feature permissions, specific objects such as templates, subscriber lists, accounts and profiles, all from a single assignment. These powerful tools make for a safer system that removes functionality not appropriate to users in roles and at the same time simplifies activations by showing only relevant features.

		Yes	3rd Party	Next Release	No
3.6	Division administrators must have the ability to control access to each of their databases or to subsets of data within their databases. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Please see previous response. When an administrator/activator is assigned an RBAC role, the user is instantly assigned feature permissions, specific objects such as templates, subscriber lists, accounts and profiles, all from a single assignment. These powerful tools make for a safer system that removes functionality not appropriate to users in roles and at the same time simplifies activations by showing only relevant features.

We support customizable permissions that allow you to delegate read- and/or write-access to specific groups of people, so specific administrators can alert the specific groups of users they need to. Administrative "scope" can also be managed, offering different levels of administrative assignments even among peers within a department of sub-organization. For some customers, a "Read-only" view option has been useful for Help Desk staff supporting internal users; such users can manage people with NO access to alerting features if desired.

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		Yes	3rd Party	Next Release	No
3.7	The EMNS must be capable of storing: a. An unlimited number of call recipients; b. Data for each recipient in unlimited number of notification groups or lists; c. Updates or changes to recipient information and have those changes reflected in repeated records for every notification group where the recipient is listed. Describe how the solution will meet these requirements.	Yes			

Bidder Response:

An unlimited number of call recipients;

Compliant.

Data for each recipient in unlimited number of notification groups or lists;

Compliant.

Updates or changes to recipient information and have those changes reflected in repeated records for every notification group where the recipient is listed.

Compliant.

Describe how the solution will meet these requirements.

Compliant. Rave Alert does not limit recipients, contact data, list affiliations, or other data. Note that the system minimizes duplicate contact issues in two ways: on the data side, our advanced database tools enforce database best practices when possible for intelligent data management across our services; on the more important notification side, when you send alert, Rave Alert de-duplicates your alert to the individual contact level - each selected device receives only 1 message. To reach all critical message recipients, simply include the right user lists and let the service manage all duplicate devices.

Rave Mobile Safety was founded in 2004, and has been providing high performance, high-reliability mass notification services, built from day one on a robust, geo-redundant hosted platform - for over 15 years. Rave's safety systems currently support far in excess of 55 million users, and Rave's products are used throughout the US, in hundreds of 9-1-1 Public Safety Answering Points PSAPs

around the country and are built on a substantial platform architected for scalability and growth while maintaining the highest levels of security and reliability. Details are provided throughout this response.

Rave's products are used in large cities such as the City of Seattle WA since January 2015, and in many other numerous large cities, towns, and counties across the United States. Overall, Rave technically is used in over 3,100 communities across all 50 states. Seattle uses Rave Alert for public notifications as "AlertSeattle" including over 600,000 landline devices from ANI/ALI data, as well as for numerous departmental and operational notifications, including large police and fire operations staff and the Office of Emergency Management. The Seattle Center, the city's central hub for museums, recreations, a stadium, and buildings that house 4,000 city employees and many affiliated contractors such as food service workers and security; after a violent incident in a food court, their Rave system was configured to support a public opt-in as well as access to city HR information for impacted employees across several city departments. In addition, the Seattle Public Utility supports urgent notifications, which is implemented to support both geographies within city boundaries, but also some additional extensions where the City utilities provide services to surrounding jurisdictions.

Rave has performed substantial statewide implementations of multiple products in the States of Arkansas, Delaware, Michigan , Louisiana, Oklahoma, and the District of Columbia, and in similar large regional deployments around the US. Our systems provide coverage to large customers where multiple customers overlap regional. Over 26% of all emergency calls to 9-1-1 delivery key data through Rave's systems.

Rave's systems sent over 2 billion messages in 2019, and our platform has been built for scalability, capacity and growth.

		Yes	3rd Party	Next Release	No
3.8	Administrators must have access to and be able to modify all user profiles. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant via several components and workflows including: Export functions are available in several report formats depending on data source. Specific data exporting and create/edit/delete functions may vary depending on intake point (portal, manual add, ad hoc load, staff record, etc.) and may vary based on type of user record. Tools range from automated data reports available in secure storage environments, one-click export features available to permissioned administrators, guided support for those assisting citizens with subscriptions, and data management/ETL tools supporting IT functions and *ad hoc* user account provisioning within product user interfaces.

Permissioned users are provided with an editor to create, search, edit, suspend, assign to roles, or delete users. This view of the system can be supported without access to alerting features if desired (for example, for help desk staff who should not be permissioned to send notifications). All access to data management tools in Rave Alert are access controlled to provide secure access to data. Rave supports both user-initiated and admin-initiated test messages and other validations when working with subscriber contacts.

Subscriber Database Creation
Rave Alert's data model focuses on contact data integrating sources from internal staff data, citizen opt-in information with household information, and all the data currently supported via Smart911 and 9-1-1/ANI/ALI database contacts from a variety of potential sources in jurisdictions where it is available, geo-targeted addressing via citizen-provided, sanitized data (i.e., with address corrections and geographic adjustments optionally provided by the citizen), and IPAWs. Jurisdictions can create and manage accounts on behalf of citizens using our assistant tools on the public portals among other options; these features are often very useful when supporting public events encouraging residents to sign up for the service.

Updating the Database
Data records can be managed in product user interfaces or programmatically, or in combinations of both methods. In some cases, editing options vary by type of data. For example, for 911 address-based records loaded via automated processing, a persistent "Suspend" option is available for subscribers who opt-out but may reappear when provisioned 911 data sources are updated in the future - forestalling a subscriber privacy objection were a user re-enabled in the system against the directive of a previous opt-out.

For staff data, all records are fully editable. Rave Alert provides multiple ways to edit and update the subscriber database. Through Rave Alert's batch interface process, a CSV file format represents your ERP, HR system or other database interface fields within a simplified structure. These data formats allow clients to:

- Add users to Rave who are not currently members of Rave
- Opt users into the receipt of Broadcast Alerts via e-mail, text, and voice message depending on the contact information provided
- Remove members from Rave who do not appear within the files
- Update attributes such as phone and email contact information associated with existing users when re-running an updated batch file
- Create and manage Groups and group properties
- Manage Group subscriptions

Rave Alert also supports a web-services API for User Management that allows secure, remote management of subscriber data programmatically. This API is complementary to Rave's automated bulk processing, and allows the user to manipulate subscriber information in the system. The API can perform all the available actions via bulk upload can be performed through the API. This API supports REST-based web services.

Rave Alert supports unlimited administrators in all available administrative roles at no additional charge. Rave also notes that a release of enhanced editing features is on our 2020 roadmap and noted in this response as tied to our next major release. This enhancement set addresses and optimizes the user experience (UX) to address specific use cases requested by customers, essentially extending functionality currently available in our public portals to support assisted account management and contact details. We believe current functionality meets practical account management very well; these enhancements will extend current behaviors further to optimize administrator workflows when managing public user accounts.

		Yes	3rd Party	Next Release	No
3.9	EMNS must allow administrators to add, update, and delete recipients individually or through an online import process quickly and easily. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert supports broad functionality for manually loading contact information for users. You can create, edit, and delete user records by loading a spreadsheet file, with the ability to specify start and expiration dates, multiple contact points per user, group affiliations, and geo-tagging and address data for contacts for use with geographically targeted notifications. You can also perform all the same actions directly within the access-controlled "People and Lists" user interface.

	Yes	3rd Party	Next Release	No
	Yes	3rd Party	Next Release	No

RAVE
MOBILE SAFETY

3.10	Recipients must have the ability to login to the service in order to update device information if administrator assigns these permissions. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave supports independent portals for internal State and jurisdictional staff and employees and for residents and citizens via our public portal and mobile recipient application. Users can be pointed at the appropriate portal to update records via standard account management.

Note that "internal" portals can optionally be tied to the State's enterprise authentication services, taking advantage of identity management platforms such as AD/ADFS/Azure and technologies such as SAML2, to provide single sign-on (SSO) convenience to your staff.

The internal portal allows any standard or automated contacts to be set to editable or read-only for the end-user staff member and can display both internal as well as public opt-in categories. Opt-in groups for either public or private portal self-service can be configured in a minute or two within the administrative interface.

	Yes	3rd Party	Next Release	No
3.11 Administrators must have the option to give recipients the ability to opt in or out of receiving notifications. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert provides a public portal where residents, commuters, and businesses can add and update contact information. Links to this portal can be embedded directly into client websites. This portal is a standard part of our alerting services, and has no additional cost or setup fee.

This portal can offer different alert categories based on the registrant's location, allowing you to intelligently support both resident and commuter populations. Community members can input unlimited contact numbers, including wireless devices. Information that your community members put on this portal is updated in real-time on the system and available for use immediately.

You can configure different opt-in subgroups for your users to choose from, shown in the "Notification Preferences" section below. Users can choose what type of alerts to receive, and what devices to receive them on.

Our **SMS Opt-In option** also supports additional ways to allow either public or internal staff users to opt-in to notifications and notification groups simply by texting a keyword to the service. These may be persistent opt-ins or customized by duration of days or up to a specific date. Not only does this reduce the friction of portal navigation and signup for the long term or focused on

specific events - conferences, visits, county fairs, public gatherings of all kinds. This feature supports a fully customized Welcome message as well as Expiration message informing the subscriber of the expiration. SMS commands can also be used to opt out of the system at any time. SMS Opt-ins may be *public,* meaning that anyone with the keyword can subscribe, or *private,* meaning only your staff members will be able to affiliate with these groups.

After opting-in to any choice by any method, the end-user is added to a recipient list that, when selected, chooses those devices and users for notification.

SMS Opt-ins, along with those managed on self-service portals, are interoperable. For staff or citizens who view their preferences on a portal, they will see "checked" boxes for any SMS opt-ins they've performed.

Preferences

Please set your preferences by checking all options that you wish to enable.

Device Preferences **Language Preferences**

Select the item(s) you want to receive alerts.

I prefer to receive alerts in:

○ 617 834-2339 (M)
○ smcgrath@ravewireless.com

English ◊

Notification Preferences

Select the notification(s) you want to receive. We recommend you select all provided communication methods, as not all alerts will be sent via all methods.

Notification	Text	Voice	Email
Emergency Notifications from Natick MA			
☐ School Closing	○	○	○
☐ Weather Alert	○	○	○
☐ Road Closings	○	○	○
☐ Special Announcement	○	○	○
☐ Vacation Schedule	○	○	○

Other Services

☐ Share your data with emergency managers in Alert and Prepare, Muni Alert
Emergency managers in this area may use demographic data to assist in community preparedness efforts and incident management.

☑ Smart911 Safety Profile
Building a Smart911 Safety Profile enables you to get valuable information, such as medical conditions, to first responders in case of emergency.

[SAVE]   [CANCEL]

Users can perform all actions performed on the public portal directly within Rave's mobile apps. In the mobile app, the full account sign up process is available, as is the ability to join or leave opt-in groups.

Create an Account

First Name*

Last Name*

Email

User ID*
We recommend using your Email as your User ID.

Create Password*

· Accept the Terms of Use.*

Receive profile update reminders on this phone?*

Create Account

Already have an account?

Please Sign In

User ID

Password

Sign In

Forgot User ID or Password?

Create a New Account

Join <first name>'s Account

<first name> has invited you to join their account.

Rebecca Carlos

Join This Account

Create a Separate Account

Once an account is created, opt-in categories may be selected and edited.

Keeping data current is always a challenge when providing citizen services to the public. Our public portal does this for you with a sophisticated automated reminder system, which requires your recipients to verify and update their data every six months. This keeps your alerting lists and vulnerable needs registries accurate and up-to-date.

The public portal also provides unified sign-up and opt-ins for our other safety products in the Rave 911 Suite, allowing your users to share emergency data with 9-1-1 and personal vulnerabilities with emergency managers while signing up for alerts. Jurisdictions using both Rave Alert and the Rave 911 Suite report higher registrations for both services thanks to this unified signup.

Similar functionality is supported on our internal staff portal.

		Yes	3rd Party	Next Release	No
3.12	The EMNS must allow for editing of groups, subgroups and management levels to be unlimited. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Customers are free to create and manage any number of groups in any combination without restrictions.

		Yes	3rd Party	Next Release	No
3.13	Layers and types of security must be provided for all user functions (one user may be allowed to perform all functions while others may be limited to performing restricted functions such as roster updates.) Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Robust details are provided in Response 3.5 above. Rave Alert's detailed RBAC permissions system ensures that users see only the content and templates, recipient groups, functionality, delivery modes, branding, profiles, IPAWS certificates, social media accounts and other features - that are correct for each activator. As noted in nearby responses, our RBAC controls support a delegated administration model to de-centralize management of functional and operational communications use cases such as this one.

		Yes	3rd Party	Next Release	No
3.14	All State of Nebraska data base information must remain in the continental United States even for redundancy or backup purposes. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. All State of Nebraska data, as with all our customers in the US and US government agencies, will be managed within the United States, including system data, all redundant datacenter locations where data may be mirrored or stored in clustered database infrastructure, and all encrypted backups.

		Yes	3rd Party	Next Release	No
3.15	EMNS provider must have an internet based self-registration page or provide a link from an agencies specified website to same type of page. Self-registration site must have ability to enroll and register their enrollment date, name, address, at least three cell phone numbers per enrollee, cell phone of highest priority and selection from a predefined list of at least ten notification event types. All Enrollment information data fields must be searchable and sortable. User name and password can be synced with existing databases such as Active Directory. System enrollment webpage must include agreement language, acknowledgment of use, explanation of system use, limitations of	Yes			

system and enrollee requirements. Also allows users to un-enroll voluntarily at any time. Describe how the solution will meet this requirement.				

Bidder Response:
Compliant. As noted, Rave Alert supports branded portals for both an internal employee/staff notification self-service option, as well as a feature-rich, highly accessible public resident sign-up process - initiated from the web or via our mobile app -- supporting multiple languages, support for assistants and residents who do not have email addresses, unlimited contact points and multiple users in a household, optional opt-in to provide critical information to emergency management - all with data validations and address and rooftop location adjustments for end-user addresses if desired. Citizens can follow a link to your branded portal; once they have created an account, any business or residence entered within a jurisdiction in the State that is using Rave Alert will be offered an opportunity to opt-in for its notifications.

Authentication and SSO integrations are available as options for internal and staff accounts to support your internal directory services and identity management platforms. All requested agreements, terms and conditions, and privacy policies as mentioned in this bid question are available on the portals and mobile app support websites. Rave's Community Marketing team also provides sample FAQ that can be hosted on jurisdiction websites describing your notification programs and registration links.

Note that Rave uniquely provides end-user subscription and account support, relieving your jurisdictions from the need to support routine account management issues, saving money and resources.

Further details about specific portal features follows:

Citizen Portal Overview

Citizens can always register on our web portal with a mobile phone number, a landline phone number, or an email address. They only need one contact point to register, and can perform all account functions, such as receiving account reminders and recovering account credentials, through any contact point.This feature can be used in concert with our optional SMS Opt-in add-on to provide more ways for accessible participation in your notification programs.

Rave Alert supports an optional SMS Opt-in add on which lets your recipients subscribe to text alerts with just an SMS message. simply by texting a specific keyword to one of our shortcodes. This feature can automatically create text-only accounts for new users, no web-registration necessary. It can also provide an easy way for registered users to control their alerting preferences right from their phones, helping you meet recipient consent compliance rules.

Recipients Manage Memberships

KEYWORD 1   KEYWORD 2   KEYWORD 3

YOUR ORG ALERT (List)   SUMMER FESTIVAL (List)   TEAM UPDATES (List)

EVENT | NOTIFICATIONS

EMERGENCY ALERTS   INTERNAL NOTIFICATIONS

You Send Targeted Alerts

SMS Opt-in for Rave Alert allows a user to register for public or internal alerts by texting a keyword to a Rave shortcode. You can configure this feature to either allow new registrations or to validate numbers against your current database and only allow registered users to opt-in to alerts.

You can create custom welcome messages for these SMS registrants and, if desired, set registrations to expire after a certain pre-determined time, such as the duration of an event. And don't worry, this feature works seamlessly with our online portal - your

recipients with accounts can opt-in through SMS or through their registered accounts and these settings will persist across both modes.

As an example use case, SMS Opt-in streamlines short-term notifications for large public events - fairs, voting events, and other large public gatherings. SMS messages are easy and quick, and keywords are easy to advertise. And instead of expecting recipients to unsubscribe manually, you can set registrations to only last within a specific date ranges. After each event concludes, you can update the keyword and re-use it for the next one, knowing no previous attendee will receive unsolicited new messages. SMS Opt-in is a Premium Module for Rave Alert and has an additional cost. Please see our pricing proposal for more information.

A common issue encountered in public notification subscriptions is supporting community members who do not have email accounts or rely on assistance from others to register for notifications. Rave's public portal platform provides specialized support for your communities facing these issues.

The portal enables email-less registration that allows citizens to register using alternative contacts, like phone numbers. This feature set improves program inclusiveness by removing a substantial barrier to entry for public notifications. It supports three critical capabilities:

- Allows citizens to create an account using a phone number, where they can sign up for notifications, provide vulnerability data, and manage preferences
- Allows citizens to provide contact information of an " Assistant " who can help them sign up the Alert services, keep account information up to date, and receive account maintenance communications
- Allows citizens to recover forgotten account credentials without requiring an email address

Confirmations are customizable. Several validations can be enabled.
Portal users are stepped through carrier validation and then are sent a short 6-digit code to confirm that the device is in the hand of the user. Our ERP integration also supports a function that will enable a feature to generate a fully custom "Welcome Email" that can offer content with links to resources for staff subscribers, a number of variable values, and any additional information of interest, sent the first time a new user is introduced to the system.

The public portal is a full self-service environment and has additional confirmation and capabilities. One feature often requested is the ability to support an Assistant or caregiver to manage someone's account, for example for residents of facilities such as nursing homes. Email is NOT required for registration, which diversifies the sign-up for members of the public without access to computers or email.

Sign Up Now

Rave County Notification Service

It's free and easy and your information is kept completely private! Sign up to receive notifications from your county and local government. You will be able to select specific alert types and by signing up you stay safe and be informed to your community.

* = required field

First Name *

Last Name *

Receiving Assistance   ☑ Someone is assisting me in setting up my account ⓘ

    • Assistant will not be available to help me in the future

    ○ Assistant would like to be contacted occasionally to help me keep my profile up to date

Email Address

User ID *
We recommend using your email address for your User ID.

Password *

Confirm Password *

Password Requirements
ⓘ 8 or more characters
ⓘ at least 1 lower case letter
ⓘ at least 1 upper case letter
ⓘ at least 1 number
ⓘ at least 1 special character or symbol

Phone number *

Phone type *   ○ Mobile ○ Other (Land Line, VOIP, Cable)

Receive profile update reminders on this phone? *   ○ Yes ○ No ⓘ

Group Code [OPTIONAL]   ⊕

    ○ * I agree to the Terms of Use.

CREATE ACCOUNT

Enter Address

Rave County
EMERGENCY MANAGEMENT

Please enter your address below. This helps us determine which services are available in your area.

* = required field

Address Type *	Office / Commercial
Street *	482 Old Connecticut Path
Apt / Unit / Suite	Floor 2
Floor	2
Building	Rave Mobile Safety
Room	333
Seat	
City *	Framingham
State *	Massachusetts
Zip *	01701

CONTINUE

Address collection can be enabled or disabled for each referral.

RAVE
MOBILE SAFETY

Confirm Address

Rave County
EMERGENCY MANAGEMENT

Please confirm the address you selected. If you want to choose another address, you can go back and try again.

Confirm Location

492 Old Connecticut Path - Framingham MA 01701

CONFIRM THIS ADDRESS

Map   Satellite

Massachusetts Turnpike (Toll road)

e Time Athletic

Bannister Brook

ountain velopment

Framingham Family Dental Care

Google   Map data ©2019   100 m   Terms of Use   Report a map error

The map shows your entered address. If the map does not properly display your location, you can click and drag the marker to the appropriate spot.
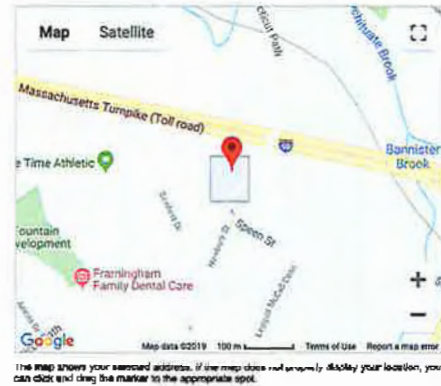
Addresses are shown in "cleaned-up" versions and the user can adjust the rooftop pin on the map when they see an inaccuracy. This keeps data clean when entering the system.

RAVE
MOBILE SAFETY

Confirm Mobile Phone - 555 555-5555

Please Note: Service will not be activated on your phone until your phone is confirmed.

Please confirm your phone carrier and choose a confirmation so we can activate service on your phone.

If you entered the wrong phone number, you can go back and re-enter it.

If text messaging is not available for your phone, you may confirm via an automated phone call.

* = required field

Carrier * AT&T ⇕

CONFIRM BY TEXT	CONFIRM BY PHONE CALL	SCHEDULE A LATER CALL
Confirm via text message (preferred) - if your phone can receive text messages and is not blocked, a confirmation code will be sent to your phone number. Message and data rates may apply.	Confirm with a voice call - if you are using a landline or VOIP you must use the phone call method. Please answer the call and press "1".	If you cannot answer a phone call right now, you can schedule to be called at a later time.

Text messages are periodically sent on an as-needed basis. Text STOP to 22911, 67283 or 226787 to cancel messages.
Cancelling messages will prevent operators from communicating with you via text message, and will cease reminder messages.

Message and data rates may apply. We do not charge for this service, however your mobile phone company may charge for text messages.
Please refer to your mobile phone's service plan for more information.

You may access technical support by texting INFO or HELP to 22911, 67283 or 226787 at any time.

Phone confirmation can be by text or voice call, and can be deferred until a scheduled time.

Schedule a Later Call

Rave County
EMERGENCY MANAGEMENT

If your phone fails to ring, please confirm that you entered the right number. Also check and make sure call blocking features are disabled.

* = required field

Date *

[Aug ↕] [8 ↕] [2019 ▦]

Time *

[11:49] [A.M. ↕] [Eastern   ↕]

Skip

[CONTINUE]

Once confirmed, the user selects alert categories.

RAVE
MOBILE SAFETY

Alerts

Please set your preferences by checking all options that you wish to enable.

Notification Preferences

Select the notification(s) you want to receive. We recommend you select all provided communication methods, as not all alerts will be sent via all methods or preferred languages.

Select the contacts you want to receive alerts.

I prefer to receive alerts in:

English

☑ 555 555-5555 (Mobile)
☑ chester@example.com

Notification	Text	Voice	Email
☑ Rave County General Notifications - Sign up to receive County Notifications	☑	☑	☑
☑ Amber Alerts Amber Alerts - Regional Amber Alerts when children are reported missing.	☑	☑	☑
☑ Silver Alerts Regional Alerts when senior citizens are reported missing.	☑	☑	☑
☑ County Weather Sign up to receive notifications about critical weather events impacting the area.	☑	☑	☑

In our mobile app, the experience is optimized for the smaller screen. A few examples:

12:01

Get Instant Updates

We'll keep you posted with push notifications

Continue

No Thanks
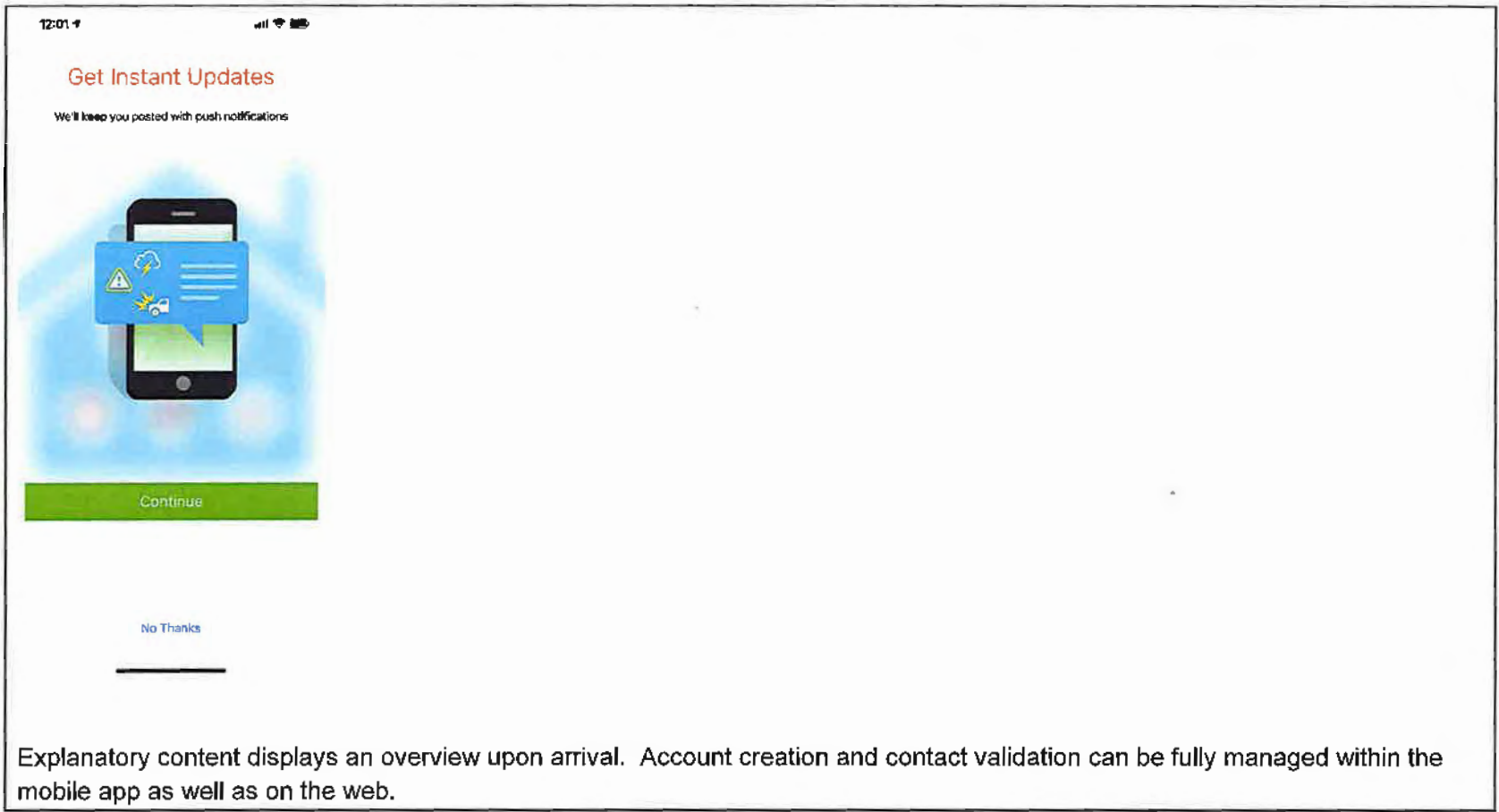
Explanatory content displays an overview upon arrival. Account creation and contact validation can be fully managed within the mobile app as well as on the web.

12:30

MESSAGES   now

Rave 911
Your confirmation code is: 502678. Enter code
in Smart911 app. Reply STOP to cancel, HELP f...

We texted a confirmation code to (617) ███-████. Enter
that code here:

Confirmation Code

Continue

Confirmation Code   **Done**

From Messages
502678

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+*#	0	⊗
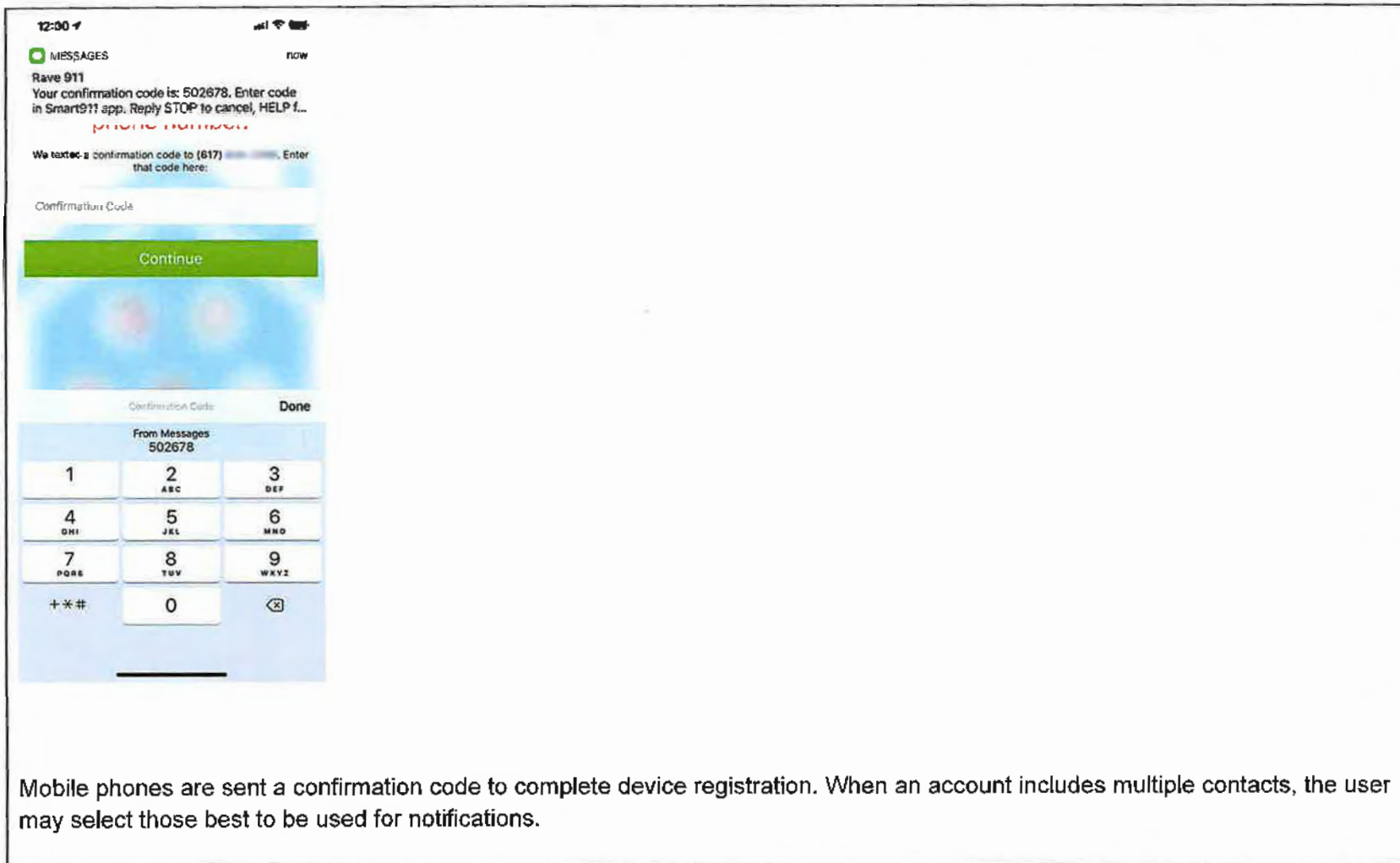
Mobile phones are sent a confirmation code to complete device registration. When an account includes multiple contacts, the user may select those best to be used for notifications.
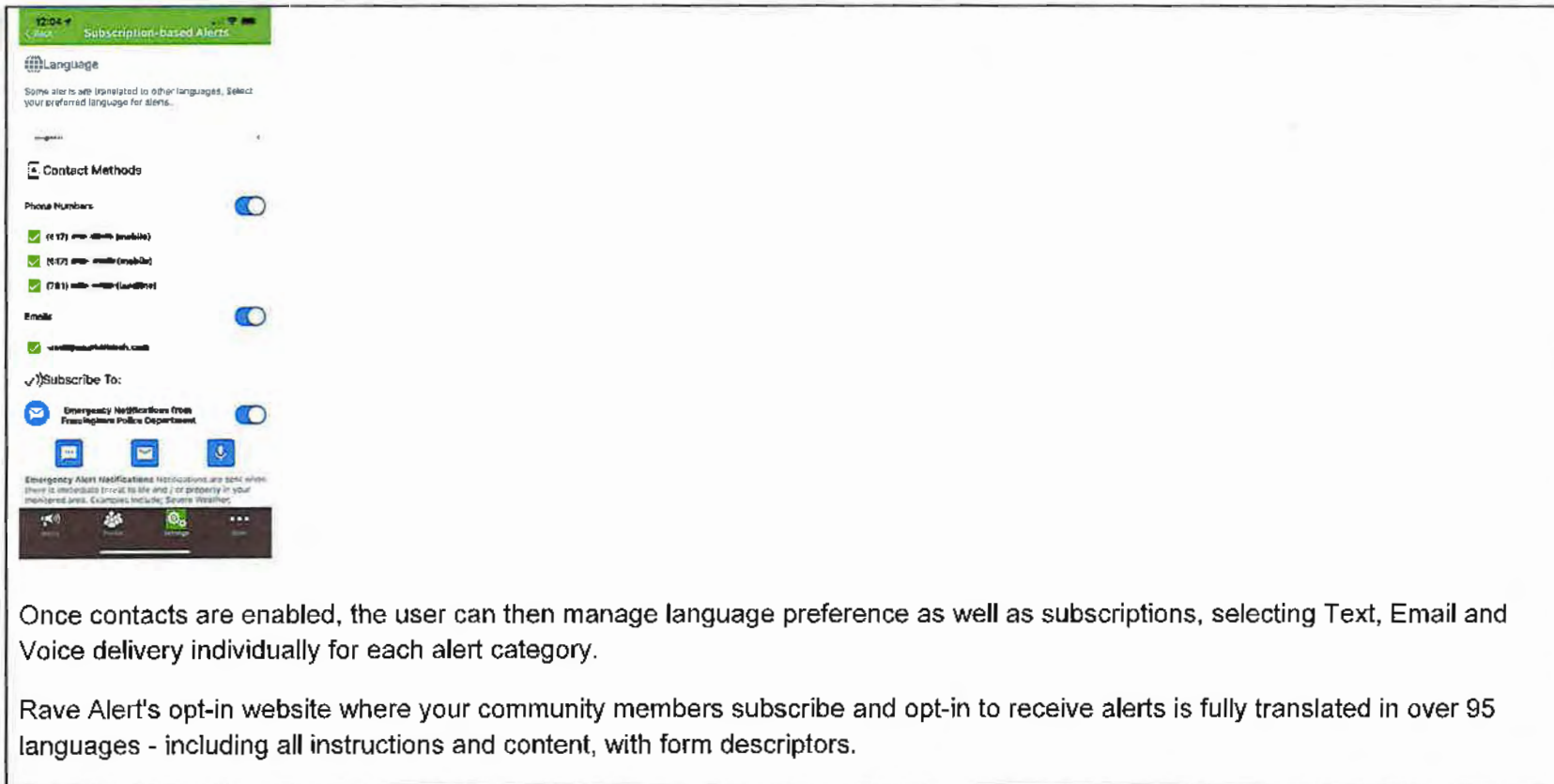
RAVE
MOBILE SAFETY

Once contacts are enabled, the user can then manage language preference as well as subscriptions, selecting Text, Email and Voice delivery individually for each alert category.

Rave Alert's opt-in website where your community members subscribe and opt-in to receive alerts is fully translated in over 95 languages - including all instructions and content, with form descriptors.
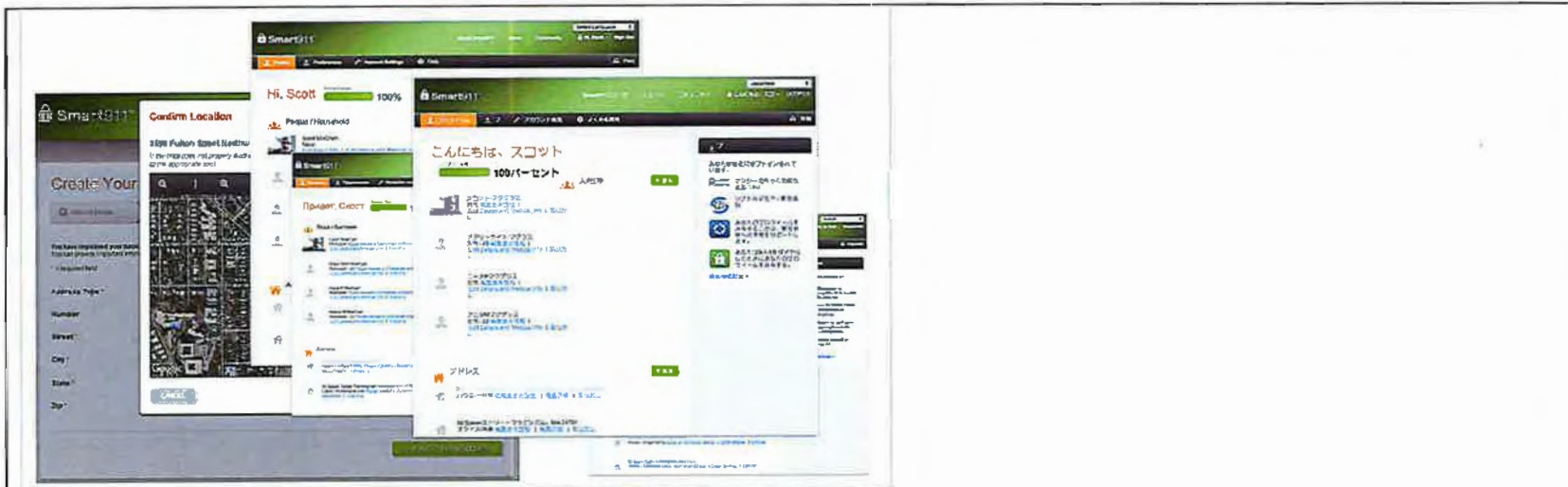
Available Languages for System Website: All opt-in instructions and content can be translated into the following languages:

Afrikaans	Hindi	Polish
Albanian	Hmong	Portuguese
Amharic	Hungarian	Punjabi
Arabic	Icelandic	Romanian
Armenian	Igbo	Russian
Azerbaijani	Indonesian	Samoan
Basque	Irish	Scots Gaelic
Belarusian	Italian	Serbian
Bengali	Japanese	Sesotho
Bosnian	Javanese	Shona
Bulgarian	Kannada	Sindhi
Catalan	Kazakh	Sinhala
Cebuano	Khmer	Slovak
Chichewa	Korean	Slovenian
Chinese (Simplified)	Kurdish	Somali
Chinese(Traditional)	(Kurmanji)	Spanish
Corsican	Kyrgyz	Sundanese
Croatian	Lao	Swahili

Czech	Latin	Swedish
Danish	Latvian	Tajik
Dutch	Lithuanian	Tamil
Esperanto	Luxembourgish	Telugu
Estonian	Macedonian	Thai
Filipino	Malagasy	Turkish
Finnish	Malay	Ukrainian
French	Malayalam	Urdu
Frisian	Maltese	Uzbek
Galician	Maori	Vietnamese
Georgian	Marathi	Welsh
German	Mongolian	Xhosa
Greek	Myanmar	Yiddish
Gujarati	(Burmese)	Yoruba
Haitian	Nepali	Zulu
Creole	Norwegian	
Hausa	Pashto	
Hawaiian	Persian	

For outbound messages, Rave Alert supports optional multi-lingual messaging in text modes with automated translation via Microsoft-powered API integration, with up to 60 languages supported. This option is available to customers at no extra cost. In the alert template, the administrator enters English text, and can then click on the enabled languages to automatically translate the message text. Rave recommends machine-translated text be validated by a native speaker of each language; edited translations are stored in Rave's alert templates.

Automated translation of outgoing alerts are in the following languages:

Arabic	Hebrew	Queretaro
Bosnian	Hindi	Otomi
Latin	Hmong Daw	Romanian
Bulgarian	Hungarian	Russian
Catalan	Indonesian	Serbian (Cyrillic)
Chinese (Simplified)	Italian	Serbian (Latin)
Chinese (Traditional)	Japanese	Slovak

Croatian	Korean	Slovenian
Czech	Latvian	Spanish
Danish	Lithuanian	Swedish
Dutch	Malay	Thai
Estonian	Maltese	Turkish
Finnish	Norwegian	Ukrainian
French	Persian	Urdu
German	Polish	Vietnamese
Greek	Portuguese	Welsh
Haitian		Yucatec Maya

Finally, Rave holds several patents for automated update management that provides regular reminders to your communities to update contact details and alert opt-ins. When users return to the portal for updates, any new services introduced since their last login are offered as opt-ins:
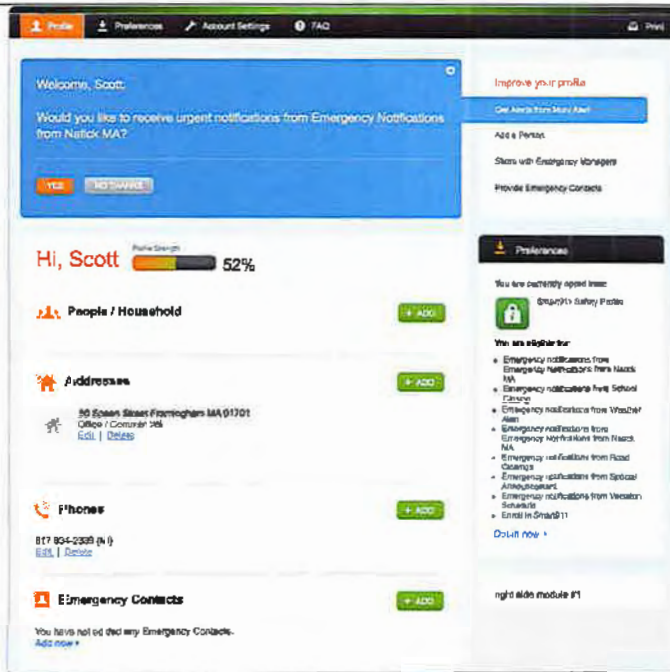
Your highest priority cell phone can be listed first, and authors may then choose device targets at send time to reach the correct devices.

System Reporting Requirements Section 4	Yes	3rd Party	Next Release	No
4.1 The EMNS must be capable of sending real time email reports to predetermined recipients. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert provides a suite of real-time reports that give the administrator visibility into the success of their notification *at the per-message and per-subscriber* level of detail, so you always know the location and success of your notifications.

These reports include:

- **Alert Dashboard** - single console view of all Rave Alert reports
- **Alert summary reports** - provide real-time visibility into the number of messages sent by mode, messages still pending, notification successes as available, any message failures, and aggregate responses. Summary reports link to detailed reports as well as to real-time response reports; the master summary report links to a summary report targeting unique data for the delivery mode, e.g., Text/SMS, email, voice, RSS, Alertus, IPAWS, et. al.
- **Detailed alert reports** - provide user by user details on the specific notification, including number of retry attempts, timings and statistics, whether an answering machine was detected, user responses, call connects, etc.
- **Data integrity reports** - available after an alert send and provide details into delivery issues e.g. bounced email addresses, phone numbers that were undeliverable
- **Domain level reports** - provide visibility into the number of registered users, those who have validated their phone numbers, and the most popular/active groups. Domain reports also include output of Rave Alert's unique proactive contact validation processes
- **Rave mobile applications and Rave Command View analytics** - Rave's mobile applications have substantial analytics and reporting capabilities including a dashboard view, reports of Chat/Tip sessions by category, heat maps of activation points, historical reporting, case-by-case reporting, adoption statistics and similar analytics
- **Rave Prepare reports** - When selections are made via Rave Prepare queries, results may be viewed on screen, printed with rich information for field responders, and/or exported in spreadsheets that show all user contacts as well as the specific data criteria for each user's selection in the result set.

Sample Report Appearances:

Alert Summary : Weather (severe)-Facilities Closed

← Back to Alert Reports   ☑ Send Follow-up Alert   🕑 Download Alert Summary

Sent by: McGrath, Scott   **Opt-in Accounts Targeted:** 0   View Glossary
Sent on: Jun 01, 2018 - 09:25:18 AM   **Internal Users Targeted:** 2
Expires: Jun 01, 2018 - 05:25:18 PM

MODE	MODE PERFORMANCE			RESPONSES	ACTION
💬 Text	Target Messages = 3			1	🔍 ⬇
	Text	3	< 1s		
	Overall	3	< 1s		
✉ Email	Target Messages = 3			N/A	🔍 ⬇
	First Pass	3	00h 00m 11s		
	Overall	3	00h 00m 11s		
📞 Voice	Target Messages = 3			0	🔍 ⬇
	Overall	3	00:04:44		
📶 RSS	✅ **Status:** Completed **Target** http://content.getrave.com/rss/ABCUniversity/channel2			N/A	🔍
🐦 Twitter	✅ **Status:** Completed **Feed Name:** Rave PD Twitter-1 **Content:** ABC Weather Bulletin! Class canceled today due to snow storm. Visit a bcu.edu for details on building closing. **Followers:** N/A			N/A	🔍
f Facebook	✅ **Status:** Completed **Feed Name:** New Wall Feed **Content:** ABC Weather Bulletin! Class canceled today due to snow storm. Visit a bcu.edu for details on building closing. **Followers:** N/A			N/A	🔍

MOBILE SAFETY

Text Details : Weather Closure

Respondents

Respondents	0	0%

Message Analysis

	Count	% of Total
Distinct contacts to message	7	100.0000%
Sent	0	0%
Dropped (Error)	0	0%
Dropped (Safelist)	0	0%
Dropped (Opt-Out)	0	0%
Dropped (Stop Flag)	0	0%
Dropped (Bad Phone)	0	0%
Dropped (Inactive)	0	0%
Total messages sent by method	5	100.00%
Messages sent via SMPP	4	80.00%
Messages sent via SMTP	1	20.00%

Text Msgs

- 100.00%– Succeeded
- 0%– Failed
- 0%– Exp. / Can.
- 0%– Pending Send

[Download Text Alert Detail]

Respondents

Respondents - The number of messaged users who responded to the Text message at least once.

Message Terms

Distinct contacts to message - The number of Mobile contacts targeted by the Text alert, based on the selected distribution list(s) and targeted contacts.

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Rave County

EMERGENCY

Follow Up Alert ⊗

Follow Up Recipients

◯ Targeted ◯ Messaged ◯ Not Messaged ◉ Answered Poll

Poll Answers

☐ Yes, I'm okay
☑ No, I need hep
☐ Did Not Respond

CALCULATE DELIVERY TARGETS

Notice: This alert was exp

Alert Summary

← Back to Alert Rep

Sent by: Homer, Bill   Opt-in Accounts Targeted: 6

Overview   Alert Reports   Registration

Registration

Registered Users	19
New Users (past 7 days)	0
New Users (past 30 days)	2

View Report

Contacts

At least one mobile contact	47.37%
At least one voice only contact	31.58%
At least one email contact	100.00%

View Report

Monthly Usage Summary

Voice	1
Text Msg	0
Email	0

View Report

Alert History

Sent	List	Name	Methods	Users	Respondents	Sender	Status	Action
06/22/16 01:46 PM	Individual Users(1)	EOC Activation - Conference Blast	📞	1	0	David	Completed	🔍
06/16/16 02:29 PM	Demo User List . Freshman, ...	test	💬	18	0	David	Completed	🔍
05/23/16 02:45 PM	Individual Users(1)	Clearly Warning	💬	1	0	David	Completed	🔍

More Alerts

Registration

Mobile Contact (1)

Total Registered Users	**11,000**	**100%**
Provided	10,000	90%
Validated	8,000	80%
Not Validated	1,500	15%
Not Provided	500	5%
Voice Preference Enabled	**6,700**	**67%**

- 80%-Validated
- 15%-Not Provided
- 5%-Not Validated
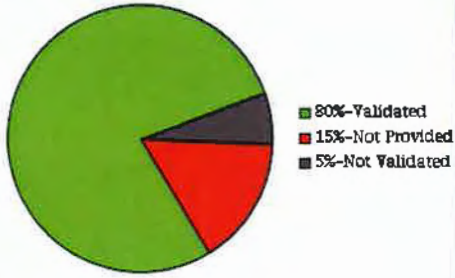
Mobile Contact (2)

Total Registered Users	**11,000**	**100%**
Provided	8,250	75%
Not Provided	2750	25%
Voice Preference Enabled	**5,500**	**50%**

- 75%-Provided
- 25%-Not Provided
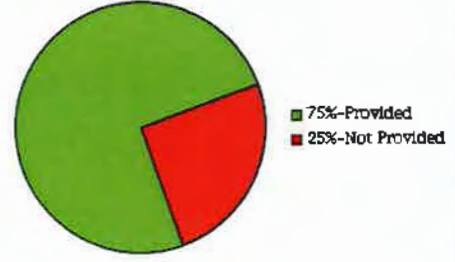
Mobile Contact (3)

Total Registered Users	**11,000**	**100%**
Provided	5,500	50%
Not Provided	5,500	50%
Voice Preference Enabled	**3,630**	**33%**

- 50%-Provided
- 50%-Not Provided

RAVE MOBILE SAFETY

Delivery Rate Analysis	
Time to 85% delivered	00h 00m 06s
Time to 90% delivered	00h 00m 06s
Time to 95% delivered	00h 00m 10s
Time to 98% delivered	00h 00m 10s
Count of handset receipts	13

All Rave Alert reports export to CSV files, which can easily be manipulated in other software for further analysis.

A variety of affordances facilitate custom reports, ranging from user interface controls date pickers, filters to extracted reports using customer's preferred tools Microsoft Excel, Google Spreadsheets, Apple Numbers, database and report writing tools, etc.

Additional reporting features may be available when specific Rave mobile applications are used alongside Rave Alert - for example, within WebEOC, when integrating Common Alerting Protocol with the Rave Panic Button, and others.

Rave Prepare Reporting
Rave Prepare is an optional specialized interface for Rave Alert that allows emergency management to run geo-spatial queries on subscriber-provided information on special access needs, functional needs, disabilities, and other specific characteristics.

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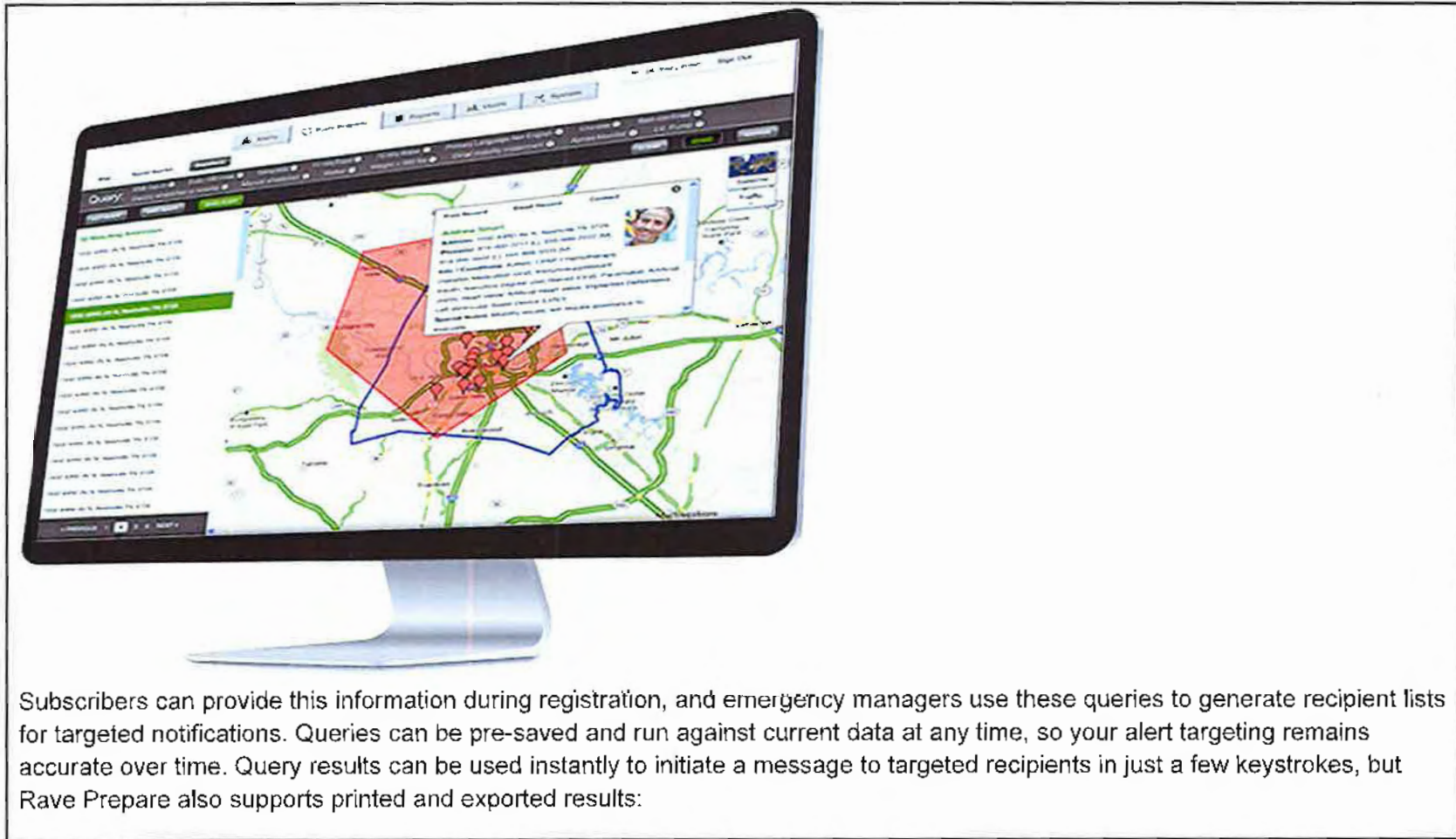
Subscribers can provide this information during registration, and emergency managers use these queries to generate recipient lists for targeted notifications. Queries can be pre-saved and run against current data at any time, so your alert targeting remains accurate over time. Query results can be used instantly to initiate a message to targeted recipients in just a few keystrokes, but Rave Prepare also supports printed and exported results:

You have the ability to save queries to run at any time against current data, or "Dynamic" queries run *ad hoc* for one-time use. When results are generated, print reports allow you to analyze and distribute this information (as well as send an alert or poll to the selected recipients):

Created By: Scott McGrath

Query: Apnea Monitor; I.V. Pump; Kidney Dialysis; Life-sustaining medication requiring refrigeration; Nebulizer for breathing problems; Oxygen Concentrator; Ventilator / Respirator; Home Health Care / Visiting Nurse / Caregiver; Home Health Care / Visiting Nurse / Non-Medical Caregiver (24x7); In-home life-sustaining meds/treatment; Uses Oxygen Tank; Within [34.775460 -92.173920, 34.858890 -92.308502, 34.852129 -92.473297, 34.768691 -92.594147, 34.572168 -92.588654, 34.597042 -92.079163, 34.775460 -92.173920, 34.775460 -92.173920,]

Matching Addresses: 14

Profile Entity	Contacts	Matching Criteria	Other
user0053 Arkansas			
Address Type: Other 1 _____ _____ _____ ews Little Rock AR 72207 Lat: 34.____ Lon: -92.____			
H2.hab4J6.anQ H2bDPfqY8XWTQ		Apnea Monitor;I.V. Pump;Kidney Dialysis;	

Profile Entity	Contacts	Matching Criteria	Other
user0127 Arkansas	999-626-3986 (M)		
Address Type: Other 4404 _____ _____ _____ Nort_ _____ _____ _____ Lat: Lon: _____			
H2coNLgZAHMr. HZITSTeMrP8Y		Apnea Monitor;Kidney Dialysis;	

Profile Entity	Contacts	Matching Criteria	Other
user0058 Arkansas	999-233-2025 (M)		
Address Type: Other 215 1 _____ _____ _____ Little _____ _____ _____ Lat: _____ Lon: _____			
H2kd0.J/6p6Hw HZZm4e0aywhFo		Apnea Monitor;I.V. Pump;Kidney Dialysis;	

Profile Entity	Contacts	Matching Criteria	Other
user0033 Arkansas	999-261-3907 (M)		
Address Type: Other 209 _____ _____ _____ Littl_ _____ _____ _____ Lat: Lon:			
H2t2NUpEqT2tk H2l5n_AC8zyXw		Apnea Monitor;I.V. Pump;Kidney Dialysis;	

Profile Entity	Contacts	Matching Criteria	Other
user0040 Arkansas	999-537-9471 (L)		
Address Type: Other 1 _____ _____ _____			

The Export command includes user and contact information, as well as details about the specific queried attributes that selected each user in each row:

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		Yes	3rd Party	Next Release	No
4.2	Real-time reports of all message delivery attempts, confirmations, and polling results must be available by internet once a notification has been sent. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Reports update in real-time and the report page auto-refreshes to track progress during an in-progress alert. In addition, when responses are collected - to a standard text or voice alert for example - the sender is notified of incoming responses via a push notification.

Each delivery mode displays summary data for the alert, with counters that increment during progress, and some delivery modes may use specific reporting criteria: for example, social media posts are "pass/fail" grades indicating a successful or unsuccessful

message post. Others, like IPAWS, show deep details about status.

Alert Summary : Facility Closure

Sent by: Shields, Michael
Sent on: Dec 20, 2016 - 03:40:04 PM
Expires: Dec 20, 2016 - 11:40:04 PM

Users Targeted: 13

DOWNLOAD ALERT SUMMARY

View Glossary

MODE	MODE PERFORMANCE		RESPONSES	ACTION
Text	Target Messages = 13 — First Pass: 13 — < 1s — Overall: 13 — 00h 00m 10s		1	🔍 ⬇
Email	Target Messages = 15 — First Pass: 15 — 00h 00m 03s — Overall: 15 — 00h 00m 04s		N/A	🔍 ⬇
Voice	Target Messages = 9 — Overall: 9 — 00:03:57		0	🔍 ⬇
🔊	✅ Status: Completed Target: http://www.getrave.com/rss/DemoUniversityAlert/channel1		N/A	🔍

Inside each personal mode - e.g., text, email, and voice alerts - both summary and detailed information is collected. For example, email deliveries show email-specific details as well as provide user-by-user, device-by-device precise reporting for each message delivery - its contact information, send time, receive time, first pass delivery vs. deliveries requiring retries, as well as "mode-specific" details such as Full Playback status, Answering Machine vs. Live call recipient, time used on the call, the recipient's "Preferred Language" as well as the "Delivered Language" on a translated message, and more.

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Rave's Polling Alerts have specific helpful reporting features, such as graphical and map-location views showing responses:

Poll Details : Are you ok?

← Back to Alert Summary

Viewing Poll Map ▾

Poll Question: Are you ok?
Poll Duration: Mar 15, 2018 03:19:49 PM - Mar 15, 2018 11:19:49 PM

Peter Caliri ×
Yes, I'm okay

Yes, I'm okay ■ No, I need hep

Poll Details : City Fire Staffing

← Back to Alert Summary

Viewing Poll Charts ▼

Poll Question: Are you available to report to work ASAP?
Poll Duration: Mar 21, 2018 05:43:21 PM - Mar 22, 2018 01:43:21 AM

- Yes, within 30 min...
- Yes, within 60 min...
- No, I'm not available.

No, I'm not available: 42.9 %

Yes, within 30 minutes: 42.9 %

Yes, within 60 minutes: 14.3 %

Yes, within 30 minutes: 3
Yes, within 60 minutes: 1
No, I'm not av 3

Yes, within 30 ...   Yes, within 60 ...   No, I'm not avai...

Once details are processed, a typical workflow is to send a Follow Up Alert, available on all notifications, to responses of a specific value:

Rave customers have often commented very positively on the attention to detail and rich transparency of Rave's reporting data in general in comparison to competitive solutions.

		Yes	3rd Party	Next Release	No
4.3	EMNS reporting must be capable of providing notification content. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. All specific content and settings are included in standard reports. For example, voice alerts include both text-to-speech used for a generated prior alert, but also support audio playback in reports that use a voice message such as IPAWS.

An additional feature extending these reports is one that allows Automatic Email Summaries to be emailed to specific admins or executive responders in order to keep critical staff, PIOs, and other key responders aware of outgoing message campaigns. These can be configured selectively. A common use case is one where a jurisdiction leader wishes to be kept aware of any public emergency communications about a specific incident.

		Yes	3rd Party	Next Release	No
4.4	EMNS reporting must be available to view or upload to other reporting databases. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. All reports feature export capabilities; nearly all reports extract via standard .csv format spreadsheets. Several other reports and analytics include additional exporting capabilities such as image or PDF output. An optionally integrated WebEOC also aggregates incident communications within reporting capabilities tied to incident boards.

		Yes	3rd Party	Next Release	No
4.5	EMNS reporting must be downloadable to a single file report delivered in a CSV format. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Standard reports provide an alert summary export via CSV; additional reports and report extracts may be available as appropriate. For example, Rave provides a daily automatically generated Enrollment Snapshot Report that extracts all critical domain user data and makes it available via SFTP on a rotational schedule. A robust description of system reporting and related functions is provided in other responses in this section.

		Yes	3rd Party	Next Release	No
4.6	EMNS reporting must be searchable by all data fields. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Many standard reports contain report type-specific filters as appropriate; for example, certain reports are appropriate for date-range searches while others may focus on heat map or other location-oriented or analytics criteria; Rave Alert's WebEOC support provisions reports that filter into incident management boards. All reports are available as spreadsheets for further manipulation and customization, importing into other systems, or other analytics.

		Yes	3rd Party	Next Release	No

4.7	EMNS reporting must be capable of providing all attempts with specific results to include:
	
	  a. Recipient response action;
	  b. Message left in voicemail;
	  c. Disconnected;
	  d. Busy;
	  e. Failed notification;
	  f. Summary of responses;
	  g. Time notification was closed.
	
	Describe how the solution will meet these requirements.
		Yes			

Bidder Response:

Recipient response action;

Compliant.

Message left in voicemail;

Compliant.

Disconnected;

Compliant.

Busy;

Compliant. Configurable automated redials and retry wait times may be specified in voice alert profiles and/or individual alerts.

Failed notification;

Compliant.

Summary of responses;

Compliant. Shows in reports and can be extracted and used in other applications when needed, or used as the basis for a Follow Up notification based on response.

Time notification was closed.

Compliant.

Describe how the solution will meet these requirements.

As noted in other responses in this section, Rave customers often praise the extensive level of detail, precision, and overall transparency of our report details. For example, each individual delivery mode produces detailed status reporting including key details for each caller, but also an overarching summary view - details for each delivery mode selected, performance, auditing and status details, and a downloadable Summary that shows all messages sent to each user.

All data elements detailed in this requirement are fully supported, as well as much more information critical to evaluation and measurement of alert details.

		Yes	3rd Party	Next Release	No
4.8	EMNS reporting must be capable of providing recipient list. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

An alert summary report is the "home" view if you will of an alert campaign:

Alert Summary : Facility Closure

Sent by: Shields, Michael   **Users Targeted: 13**   DOWNLOAD ALERT SUMMARY
Sent on: Dec 20, 2016 - 03:40:04 PM
Expires: Dec 20, 2016 - 11:40:04 PM   View Glossary

MODE	MODE PERFORMANCE		RESPONSES	ACTION
Text	Target Messages = 13 First Pass — 13 — < 1s Overall — 13 — 00h 00m 10s		1	🔍 ⬇
Email	Target Messages = 15 First Pass — 15 — 00h 00m 03s Overall — 15 — 00h 00m 04s		N/A	🔍 ⬇
Voice	Target Messages = 9 Overall — 9 — 00:03:57		0	🔍 ⬇
📶	✔ **Status:** Completed **Target:** http://www.getrave.com/rss/DemoUniversityAlert/channel1		N/A	🔍

Summary view includes targeted notification list, and the "Download Alert Summary" feature will display user-by-user detail capturing all selected delivery modes and contacts by user.

Rave Handle	Site UID	Type	Messaged	Text Targets	Text Sent	Voice Targets	Voice Sent	Email Targets	Emails Sent .
mshields	mshields@ravemobilesafety.com	Domain Admin	Y	1	1	0	0	1	1
misenhart	misenhart@ravemobilesafety.com	Standard Administrator	Y	1	1	0	0	1	1
noelciffe	noelciffe@example.com	SnapSend Admin	Y	1	1	1	1	2	2
nwells	nwells@ravemobilesafety.com	Standard Administrator	Y	1	1	0	0	1	1
gfrye	gfrye@ravemobilesafety.com	Standard Administrator	Y	1	1	1	1	1	1
sschermerhorn	sschermerhorn@ravemobilesafety.com	Standard Administrator	Y	1	1	1	1	1	1
david.batastini	dbatastini@ravemobilesafety.com	Domain Admin	Y	1	1	1	1	1	1
alanwong	awong@ravemobilesafety.com	Standard Administrator	Y	1	1	1	1	1	1
pcaliri	pcaliri@ravemobilesafety.com	Standard Administrator	Y	1	1	0	0	1	1
mshields1	mshields962@yahoo.com	SnapSend Author	Y	1	1	1	1	1	1
jbosse	jbosse@ravemobilesafety.com	Standard Administrator	Y	1	1	1	1	1	1
rahigian	rahigian@ravemobilesafety.com	Standard Administrator	Y	1	1	1	1	1	1
adonovan	adonovan@ravemobilesafety.com	Standard Administrator	Y	1	1	1	1	1	1
mshields2	mseven86@yahoo.com	Duke Admin	Y	0 N/A		0	0	1	1

		Yes	3rd Party	Next Release	No
4.9	EMNS reporting must be capable of providing time of transmit to each device by each recipient. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Timing information is provided in summary, by delivery mode (even measuring "First Pass" delivery vs. messages delivered upon retries), for each user by each personal delivery (e.g., for email and voice), and Send Time vs. Delivered Times both in aggregate and individually.

An example: Analytics are provided in a drill-down area specific to text messages:

Text Details : Weather Closure

Respondents

Respondents	0	0%

Message Analysis

	Count	% of Total
Distinct contacts to message	7	100.0000%
Sent	0	0%
Dropped (Error)	0	0%
Dropped (Safelist)	0	0%
Dropped (Opt-Out)	0	0%
Dropped (Stop Flag)	0	0%
Dropped (Bad Phone)	0	0%
Dropped (Inactive)	0	0%
Total messages sent by method	5	100.00%
Messages sent via SMPP	4	80.00%
Messages sent via SMTP	1	20.00%

Text Msgs

- 100.00%- Succeeded
- 0%- Failed
- 0%- Exp. / Can.
- 0%- Pending Send

Download Text Alert Detail

Respondents

Respondents - The number of messaged users who responded to the Text message at least once.

Message Terms

Distinct contacts to message - The number of Mobile contacts targeted by the Text alert, based on the selected distribution list(s) and targeted contacts.

To make this information more actionable, this screen shows specific details for delivery:

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Delivery Rate Analysis	
Time to 85% delivered	00h 00m 10s
Time to 90% delivered	00h 00m 10s
Time to 95% delivered	00h 00m 10s
Time to 98% delivered	00h 00m 10s
Count of handset receipts	2

		Yes	3rd Party	Next Release	No
4.10	EMNS reporting must be capable of providing a detailed monthly census per division of the maximum number of enrolled contacts. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Several reports may be used for this purpose, including Registration reports that have views by data range and other parameters.

Besides specific registration reports, the product also features a daily Enrollment Snapshot report well-suited to meet this requirement.

Other Requirements Section 5		Yes	3rd Party	Next Release	No

5.1	EMNS must have a GIS mapping capability to enable sender to identify and outline geographic areas to receive specific notifications using at a minimum:
	
	  a. Zip code;
	  b. Radius, polygon or other pre-defined geographic shape;
	  c. Free form, curser-drawn outline of user specific area;
	  d. Use of pre-drawn GIS generated boundary file such as political subdivisions or other.
	
	Describe how the solution will meet these requirements
		Yes			

Bidder Response:

Zip code;

Compliant.

Radius, polygon or other pre-defined geographic shape;

Compliant. Shapes may be selected during template creation or activation, may be loaded from stored shapes from our Shape Library function, or imported from standard .kml data.

Free form, curser-drawn outline of user specific area;

Compliant.

Use of pre-drawn GIS generated boundary file such as political subdivisions or other.

Compliant. Boundary data files can be imported when sending a message, creating or updating a template, added to our Shape Library for instant selection, or use when managing the geo-spatial query functions of the optional Rave Prepare functionality described in surrounding responses.

Describe how the solution will meet these requirements

Rave Alert provides an integrated solution that enables emergency managers to systematically understand the needs of their entire community and **effectively communicate appropriate messages** to defined segments within their communities via multi-modal notifications using geographic selections. We provide a mapping interface with polygon, radius, and similar drawing tools to facilitate geographic selection. In addition, the product contains a powerful, access-controlled, re-usable Shape Library function.

Geo-targeting Via Standard Data Sources

One way to get geographic targeting data is by loading known databases, like landlines and other premise-based communications. Rave Alert supports provisioning landline and premise-based communications for geo-targeted selection from a variety of potential sources - client-provided data (e.g., from GIS systems); MSAG, ALI or similar white / yellow page sources.

Rave Alert supports an optional feature for loading geo-tagged address-based contacts that can be geo-targeted within the user interface. The process involves an extract of contacts from your GIS systems or provisioning from other data sources. Each update is a complete refresh of the data, but a persistent exclusion feature supports number blocking when needed, and persists over multiple data refreshes.

Geo-targeting Via IPAWS Notifications

Rave Alert provides full support for IPAWS notifications. The customer must be authorized by FEMA, with an executed Memorandum of Agreement (MoA) from FEMA, as a Collaborative Operating Group (COG) in order to use IPAWS technology features in the product. When approved, Rave installs the certificates provided by FEMA to the customer's alert configuration.

IPAWS messages can, when necessary, be fully configured at runtime in a user-friendly, guided user experience. The administrator creating an IPAWS message will see only validated values within the user interface. In typical usage, however, messages are pre-configured in alert templates to support specific emergency plans, and then the administrator can update the

message content to be customized before sending when necessary. Map data provided to target your jurisdiction will be validated to ensure it meets FEMA's standards.

Rave Alert fully supports a test configuration against FEMA's IPAWS Labs Cloud test environment within standard configurations.

Geo-targeting Via Subscriber Provided Information
On our secure online registration portal, subscribers can enter addresses that are important to them, like home and work locations. Each subscriber can add unlimited addresses, and set preferences about how and for what situations they'd like to receive alerts related to these addresses. They can also self-identify vulnerabilities and special needs for them and their families, associate this information with particular addresses, and choose to share it with emergency management. The system automatically prompts them to update this information quarterly, providing you with an up-to-date, geographically targetable database of specific need groups that you can use to send alerts:

Rave Alert validates address data in multiple dimensions. A "clean address" is offered to the subscriber as an alternative (accepted by more than 95% of users in real world statistics), and a view of the address pin is provided on the map along with instructions to relocate the pin if the standard map source is slightly inaccurate.

Since this data is intelligently integrated to a GIS mapping system and an emergency notification system, emergency managers can quickly identify, locate, and communicate with individuals or groups as needed using our map interface. They can also view this subscriber-inputted data during emergency planning to better gauge the needs of their community. This gives you unparalleled insight into the special needs and geography of your diverse community. Armed with this insight through Rave Alert, you can allocate the right resources during planning. and get the right message to the right person through their preferred communication method during an emergency.

Public Registration for Residents Without Email

A common issue encountered in public notification subscriptions is supporting community members who do not have email accounts or rely on assistance from others to register for notifications. Rave's public portal platform provides specialized support for your communities facing these issues.

The portal enables email-less registration that allows citizens to register using alternative contacts, like phone numbers. This feature set improves program inclusiveness by removing a substantial barrier to entry for public notifications. It supports three critical capabilities:

- Allows citizens to create an account using a phone number, where they can sign up for notifications, provide vulnerability data, and manage preferences
- Allows citizens to provide contact information of an "Assistant" who can help them sign up for alert services, keep account information up to date, and receive account maintenance communications
- Allows citizens to recover forgotten account credentials without requiring an email address

Geotargeting Mobile Applications

Rave's mobile applications for alert recipients allow "geo-targeting" of notification recipients. App users who permit location features on our mobile applications can be reached via a geo-graphic selection, alerting only those application users who are currently within a geographic boundary managed by the alert sender using our standard mapping interfaces and reusable Shape Library. During the (configurable) duration of the notification, application users entering the boundary of an active notification will be notified upon arrival within the perimeter.

Targeting Flexibility Rave Alert's targeting options can be combined, allowing your administrators to add geographic selections to traditional lists or other grouping mechanisms like queries to ensure the proper recipients for a particular alert. We also support polygonal weather alerting, which automatically targets recipients with GIS-data within the affected area of a weather event.

		Yes	3rd Party	Next Release	No
5.2	EMNS must have automated National Weather Service (NWS) alert capabilities available. Describe how the solution will meet this requirement.	Yes			
Bidder Response:					

Compliant. Rave Alert can apply a number of filters against National Weather Service weather notifications; the recipients for a given alert weather alert notification can be selected based on the values enclosed within a wide variety of customer-defined rules, including severity, urgency, category, event code, location, etc. Notification selections can be determined by weather type and severity, and/or by weather events that fall within a specific geographic area.

A variety of options allow you to configure weather messaging to all users, a small group of responders who may evaluate the need to rebroadcast conditions, or an opt-in group specifically requesting weather notifications, individually by type of weather event if required. Weather notification rules can also declare quiet hours for specific weather types if desired.

Rave's citizen mobile app also supports configurable location-aware weather messaging options, as part of its standard features:

Receive Targeted Community and Weather Alerts

Download the Smart911˙ App Today.
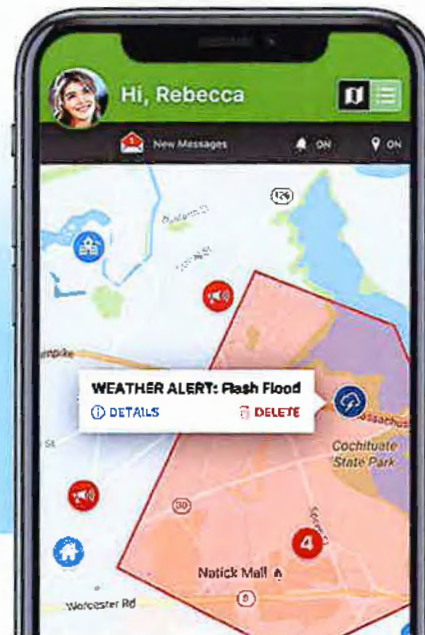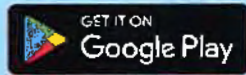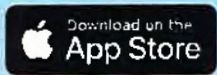
Figure: Sample Community Marketing brochure, part of Rave's Community Marketing toolkit.

	Yes	3rd Party	Next Release	No

| 5.3 | The EMNS must have a minimum of at least two language translation capabilities to include English and Spanish. Describe how the solution will meet this requirement. If more are available, list in the space provided below. | Yes | | | |

Bidder Response:

Compliant. Rave Alert supports multiple languages for outbound text-based alerts with automated translation into up to 62 languages.

Within our organization-branded self-service portals as well as our recipient mobile apps, subscribers can specify a preferred language. You can also programmatically upload preferred languages stores in staff or other databases through our bulk loading tools and/or our User Management API. For each alert where the preferred language translation is provided, the user will automatically receive messages in that language. If a translation is not provided the user receives the English message.

When configuring an alert, alert authors can auto-translate alert text into any of our supported languages. These translations also support editing and saving to permanently correct auto-translation errors.

② Alert Modes MORE INFO

| ⊖ | ⊖ | ⊕ | ⊕ | ⊕ | ⊕ | ⊕ | ⊕ | ⊕ |
| Text | Email | Voice | RSS | Twitter | Facebook | CAP | IPAWS | Smart911 |

Message: ❓
☐ *Overwrite all alert methods with this text - warning: this will change all messages*

City Alert: Test message. No action is required at this time. |

98 characters left

Translations
You must verify any translations you wish to use.

MANAGE TRANSLATIONS

Translated by ▦ Microsoft

CLEAR FORM

Inside an alert template, a Manage Translations button appears on Text and Email messages. This button opens the "auto-translate" interface; customers may also override manual translations if desired.

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Manage Translations ⊗

ENGLISH MESSAGE:

City Alert: Test message. No action is required at this time.

TRANSLATIONS

☑ Select All   Jump To: [select ▼]   **REFRESH SELECTED TRANSLATIONS**

☑ **French** ↻

> Alerte de la ville : Message de test. Aucune action n'est requise pour le moment.

79 characters left

☑ **Japanese** ↻

> 市街地の警告: テストメッセージ。現時点では、アクションは必要ありません。

122 characters left

☑ **Spanish** ↻

> Alerta de ciudad: mensaje de prueba. No se requiere ninguna acción en este momento.

77 characters left

CONFIRM TRANSLATIONS

Once translated messages will present translated content based on the user's preference.

Automated translation of outgoing alerts are configurable for the following languages:

Arabic	Hebrew	Queretaro
Bosnian	Hindi	Otomi
Latin	Hmong Daw	Romanian
Bulgarian	Hungarian	Russian
Catalan	Indonesian	Serbian Cyrillic

Chinese Simplified	Italian	Serbian Latin
Chinese Traditional	Japanese	Slovak
Croatian	Korean	Slovenian
Czech	Latvian	Spanish
Danish	Lithuanian	Swedish
Dutch	Malay	Thai
Estonian	Maltese	Turkish
Finnish	Norwegian	Ukrainian
French	Persian	Urdu
German	Polish	Vietnamese
Greek	Portuguese	Welsh
Haitian		Yucatec Maya

Character compatibility depends on encoding features enabled on a user's mobile device, email client or web browser. Typically, subscribers configure devices to support their preferred languages.

Also, Spanish language is supports for both 90- and 360-character fields in WEA 2.0 messages sent via IPAWS.

In addition to email and text translations, text-to-speech voice translation is being enhanced to support 8 languages in Rave's 2020 product roadmap.

		Yes	3rd Party	Next Release	No
5.4	The EMNS provider must have provided similar services for similar sized customers for a minimum of six (6) years. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Rave Mobile Safety's platform has a track record of real-world tests from our 15 years providing ENS systems to 6,000 public city, state, county, local government, and agencies, as well and many higher education clients (including the University of Nebraska) and healthcare and hospitals and business customers serving millions of subscribers.

Rave began building our mass notification platform to support the unique demands of high volume higher education emergency notification. We work with nearly 2,000 higher education institutions, including a large majority of large public and private universities such as the University of Nebraska, University of Wisconsin, The Ohio State University, and Indiana University, where these institutions have a large population living in a densely populated campus environment. Our first lessons as a service provider were focused from the start on building a robust, redundant, high availability and high-performance environment built to notify tens and hundreds of thousands of subscribers with critical safety communications in just minutes.

Our government practice initially rolled out in 2011, and over time, our features have come to expand to include many feature areas that are critical to public notifications, including:

1. A robust, user-friendly **public subscription portal** to support accessible, inclusive citizen and resident participation.
2. Location features specific to **geographic targeting** for public subscribers, public data sources like ANI/ALI and GIS data, and mobile app push notifications based on real-time location and using Wi-Fi to reach users who may be unable to connect to cell towers.
3. Strong support for **IPAWS activation** and updates to WEA messaging, with careful attention to user interface features that support activators often managing very complex incidents.
4. **FedRAMP certification**, due in early Q2'2020.
5. **Rave Prepare™** - an optional product feature area to support optional provisioning of information significant to responders and emergency managers concerned with inclusive incident management that supports residents with access and functional needs, people with disabilities, and other specific information of obvious benefit during preparation and response phases of your OEMs. Rave Prepare can run geographic queries combining jurisdictional locations and specific information needs - e.g., residents in a flood area who depend on electricity to support medical equipment or who may need assistance during an evacuation - and then message those residents directly based on those needs.
6. **Mobile applications for recipients** - Our portfolio of mobile applications grows. Our public recipient app provides a complete user-friendly alternative to our web portal for managing subscriptions and specific alert category opt-ins, and to

provide a scope that allows even visitors from outside the area to see your public alerts or even receive push notifications when in an area selected for geographic notifications targeting app users.

7. **Automated** geography-based **weather notifications** - Configurable in many ways to manage weather communications to Emergency Managers for watches and opt-in subscribers for serious warnings and evacuation notices.

8. **Optional SMS Opt-in keyword** subscriptions can be used to provide very low friction opt-in, either for the long term or during a specific event for a certain number of days or up to a given date.

9. Rave has a strong exclusive partnership with Juvare in support of the ubiquitous **WebEOC™ incident management platform**. Juvare supports a Rave Alert Extension for WebEOC that can fully integrate Rave Alert notifications with your incident boards.

10. Effectively partitioned use models for **internal notification scenarios, operational notifications, callouts and dispatch communications**.

11. Innovative integrations with other public safety functions. These include the **Rave 911 Suite**, known in communities as the Smart911™ brand, tools that turbocharge 9-1-1 call response with extensive functionality ranging from caller profiles, automated outbound text chat for disconnected or interrupted calls, and access to facility information provided via Rave's free RaveFacility.com service. The **Rave Panic Button™ mobile application** is used in several statewide implementations and many very large school systems, courthouses, public offices, and other institutional properties to reduce response time to emergencies by notifying local responders and impacted staff near an incident while a caller requests public safety responses from 911 services. For example, during a medical emergency, your CPR-trained staff can be notified of a nearby person in need of an AED while 911 dispatches EMS to the site.

12. **Access control** features to manage *complex organizations and jurisdictions* effectively and in a safely delegated fashion.

Proven Reliability

Rave Emergency Notification is designed for stress. During the Boston Marathon bombing and Super Storm Sandy Rave Emergency Notification delivered millions of messages to a wide range of recipients.

- Availability -- Backed by geo-redundant data centers our infrastructure ensures high performance and 99.999 availability
- Redundancy/Failover - Live connections to multiple wireless carriers and Tier1 SMPP aggregators keeps messages moving in every stress environment.
- Security - Our data centers are SOC2 compliant and complete regular 3rd party security audits.
- Access Control - System access controlled by role-based permissions. This allows you to empower your team with appropriate levels access and execution.

- Easy set up and maintenance -- Software-as-a-Service SaaS - Hosted, branded, web-based solution requires no on-site installation or maintenance is rapidly deployed and configured to your specifications

Rave Mobile Safety's platform has a track record of real-world tests from our 15 years providing ENS systems to 6,000 public city, state county, local government, and higher education clients.

		Yes	3rd Party	Next Release	No
5.5	A monthly test of each message delivery mode to at least twelve (12) or more recipients by each political subdivision must be included at no additional cost including any new political subdivision subscribers added after the start of the contract. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave's licensing is for unlimited testing with the system without restrictions on message volume or content.

		Yes	3rd Party	Next Release	No
5.6	The proposed EMNS software must be quoted and be supported as a standard existing and working product from the contractor, not as custom programming. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Mobile Safety provides our hardened and proven platform hosted, cloud-based product set with a large list of standard features that are available standard; integrations are performed using standard methods such as RSS, CAP, data management ETL, and authentication integration - but by configuration, not by custom programming.

Supporting over 6,000 customers, Rave has built a sustainable product set by listening to customers and prioritizing our product development based on the many workflows, requirements, and features that serve the needs our customers share as common priorities.

		Yes	3rd Party	Next Release	No
5.7	The system should be simple to use and should not require extensive training. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. One common theme we experience when migrating customers to our platform is our ease of use. With ease of use comes a low cost and effort to train.

Comprehensive Training for Unlimited Administrators and Alert Authors
Your Rave Alert implementation comes with comprehensive initial and ongoing training for your system users. We will deliver initial training sessions to your domain administrators, and we hold regular scheduled training, live or pre-recorded, that is open to all customers. Training is available to your administrators via live sessions, an in-product training mode, and on-demand online materials. These training offerings are included in our standard services commitment, and have no additional cost.

If requested, we can also provide on-site training during implementation, which does have an additional cost. Generally the system's ease of use makes off-site and on-site training equally effective.

For typical alert activation, most administrators use 1-2 hours of online courseware and live training to be ready to leverage the full power of Rave Alert's system. Alert Authors with less administrative control can usually be trained in a matter of minutes, due to the intuitive user-experience of the product.

Provided training materials include:

- Rave Alert FAQs: User Console - commonly encountered questions on creating and sending alerts
- Rave Alert Management Console Guide - support geared specifically towards managing
- Rave Alert User Guide
- Rave Alert Group Administrator Guide
- Specific feature "Viewlets" - quick, targeted support for specific features, for example "Using Geo-Targeting Alerts"
- Customer webinars - highlight areas of the platform and new features, timed with releases
- Unlimited access to the Rave Academy - online learning management system with self-study courseware
- Unlimited access to Rave's Customer Support portal

For external integrations, for example IPAWS, a training process outside of Rave's products may be required. Rave recommends complementing our IPAWs related support with online IPAWS training provided by FEMA.

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Training Mode

Alert Authors can enter Training Mode at any time through our web-based administrative interface. Training Mode enables all Rave Alert tools except alert broadcasting abilities, so users can practice directly on the interfaces they will use to send alerts.

The Rave Academy

The Rave Academy offers general overview videos and short tutorials targeted to specific features and a certification program. Customers and their administrators have unlimited online access to the Rave Academy at no extra cost. In addition to these resources, Rave's Customer Support Portal offers a variety of self-help training materials, recorded versions of live training sessions, helpful documentation, and other information. Onsite training options are available at an extra cost; please see pricing for details.

Customers typically self-manage oversight of training utilizing online resources. The Rave Academy learning management system supports a variety of topics for self-paced study. Administration of the system is covered within short video tutorials on our hosted learning management platform, available 24x7.

Training ranges from 30-minute to 90-minute self-study courseware options, depending on features utilized. A certification process can be used if the customer wishes to require it of alert authors and administrators.

This is to certify completion of the training courseware for

Alert Administrator Course

Training Course for Rave Alert and Rave Messenger

This Certificate is Awarded to

Alicia Admin

Completed On
January 7, 2015

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The Rave Support Center
The product is also well supported by extensive documentation. Rave Alert links to the Rave Support Center on every page of the administrative interface. Features of the Support Center include:

- Complete online help system for the administrative user interface
- A searchable knowledge base of helpful information and product FAQ
- Links to the Rave Academy and all other instructional tools available to administrators
- Materials for customers who require "train-the-trainer" style content for local instruction
- Best Practices documentation
- The Rave Alert Subscriber Marketing Toolkit
- Best Practice Guide for Configuring Role-Based Access Controls (RBAC)
- Detailed technical documentation covering all integration points
- "What You Need To Know" section
- Product Update information and Release Notes for past and upcoming releases

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Premium Support and Training Options

We also offer cost-optional services where we can send a Rave expert to your communities at points after implementation, so they can teach you about new features since your purchase and improve system optimization.

This optional offering brings a Rave product expert on-site to work with your team, match your needs to new features, help configure access controls that match your departments, and more. Then, our expert runs training sessions for any number of alert authors and domain administrators, covering both basic and advanced configuration topics.

Prior to each Premium Support visit, your instructor consults with you to prepare and customize the curriculum to match you customer's specific requirements. The agenda will typically include a selection from the following:

- Review overall project implementation and notification policies and procedures
- Workshop to configure optimal role-based permissions and other product configuration defaults and options, workflow
- Group management
- Optional IT discussions if needed to discuss integrations
- Tiered on-site training sessions:
  - Alert Author training - basic usage of core product features for activating notifications with the product, using the product on mobile devices, and using the 24-hour emergency hotline when needed
  - Advanced Administration topics - Hands-on training for Domain Administrators covering a wide range of configuration and tools.

Once agreed upon, a Statement of Work (SoW) is executed to initiate the project and schedule site visits

		Yes	3rd Party	Next Release	No
5.8	The bidder must identify who controls or owns the product. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Rave Mobile Safety owns and operates all components of our safety platform. Our MLSA attachment provides a full detailing of service level commitments, but fundamentally service obligations impacting product availability, performance, and maintenance are included as part of the Rave platform infrastructure, including hosted services, operational support, and software upgrades, patches and updates that impact platform functionality. Rave Mobile Safety also provides technical support for all administrative/activator users of the system, as well as providing end-user support for public self-service portals. The customer is responsible for overall policy governance of the solution, such as usage guidelines, training compliance with product and related disciplines (such as mandatory training requirements for access to IPAWS), message activation, subscriber account support, and other communications uses to which Rave Alert will be put.

		Yes	3rd Party	Next Release	No
5.9	The bidder must identify what components or elements are leased or partnered. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave maintains relationships with a variety of network providers - wireless and wireline carriers, public email providers such as Comcast, Google and Microsoft, and with a small number of technology partners often integrated with our notification tools. Two primary examples are Juvare WebEOC and Alertus, Inc. Both vendors provide their own tools that are common integrations with Rave Alert. Rave also has partnered with RapidSOS and MutualLink for products outside the scope of this bid response.

All components presented by Rave are featured on the Rave platform, and all network provider relationships are part of our platform support, fully hosted managed services.

		Yes	3rd Party	Next Release	No
5.10	The bidder must identify who owns the elements that are leased or partnered with. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

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Compliant. Leased or partnered technologies are not required outside of integration to on-premise systems. The Rave Alert Extension for WebEOC is a separate product licensed directly from Juvare, Inc.

		Yes	3rd Party	Next Release	No
5.11	The contractor must not require the State or any agency subscribing to the Service to purchase any new additional hardware, software or maintenance to sustain functionality. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Rave Alert is a fully cloud-hosted software-as-a-service product and does not require any onsite hardware or software installation. All functionality scoped within this bid is included unless otherwise noted.

		Yes	3rd Party	Next Release	No
5.12	All bidders must include in their proposal response a description of the proposed method of importing the current user data from the current EMNS. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Your Rave Client Manager will work with you to perform any needed migration support from other notification tools as part of a clean and straightforward onboarding process.

A variety of migration strategies may be applied based on specific use models of data from your outgoing system. First and foremost is to preserve and manage "opt-ins" where users have granted permission to receive alert notifications. In some cases, a strategy of re-confirming participation based on migrated user data can be an effective way to manage ambiguous or imprecise consent or opt-in behaviors from past activities and systems.

In all migration discussions, a key condition for the customer is that all migrated data is "owned" or fully licensed by the jurisdiction. Rave recommends examining the data ownership and portability supported by current systems.

Sourcing of ANI/ALI data from 9-1-1 public sources can be managed in several ways, again based on customer preference and data availability. Some jurisdictions prefer such data extracted from customer GIS data sources; many others will utilize data provided by wireless carriers or CAD system vendors; Rave can also license such data on behalf of the customer as a purchasing option.

Rave Alert offers multiple tools to accept data from different database used for employees, staff and other key persons protected by our systems:

Optional SmartLoader

Rave Alert offers a suite of batch-oriented data automation and ETL capabilities called SmartLoader. In Rave Alert's batch interface formats, a CSV file-based upload process supports a full contact upload as well as segmentation of users into messaging groups.

You can use SmartLoader to automatically:

- Add new users to Rave
- Opt users in to Broadcast Alerts via e-mail, text, and voice message depending on provided device contact information
- Remove members from Rave who do not appear within the batch file
- Update attributes such as phone and email contact information associated with existing users when re-running an updated batch file
- Create and manage groups and group properties
- Manage group subscriptions

SmartLoader can be configured to automatically update and sync data with other databases as personnel information changes.

Over 35 points of validation are supported by the SmartLoader utilities, including scanning for duplicate records. For example, Rave Alert validates both mobile carrier and whether a specific mobile number is in service. This implementation provides a "set it and forget it" style of ongoing management of subscriber data in and out of the ENS.

Managed Contacts

Rave Alert also supports broad functionality for manually loading contact information for guest or temporary users using our Managed Contacts feature.

Managed Contacts lets you create, edit, and delete user records by loading a CSV file, with the ability to specify start and expiration dates, multiple contact points per user, group affiliations, and geo-tagging and address data for contacts for use with geographically targeted notifications.

User Management API

The Rave User Management API allows for management of subscriber data, group properties, and much more, directly from within bespoke applications such as portals and personnel systems. It is a robust user management API that can support real-time user management via our REST API. The API also supports all list and group functionality in the product, as well as optional interactive

services supporting two-step mobile phone confirmation flow. Manual management tools for help desk or other administrative users with assigned permission levels, are also available.

These APIs also support messaging to individual recipients by SMS and voice, allowing you to embed notification functions in response to application events. This feature is not designed for mass notification.

HR Systems and Other Databases

Rave Mobile Safety has experience integrating with a wide variety of HR systems and other databases using the tools described above. Update schedules are configured based on customer needs, with data refreshes performed anywhere from daily to yearly.

		Yes	3rd Party	Next Release	No
5.13	Bidder must make initial training available for administrators and message initiators available for each division of the EMNS. Additionally the bidder must provide additional online administrator training to account for turnover and growth to each division at least twelve (12) times per year as needed. Describe how the solution will meet this requirement.	Yes			

Bidder Response:

Compliant. Response 5.7 above details the many training and support tools that Rave provides as part of our product set. The majority of our customers find that the default Rave Academy and related training content are more than sufficient. However, premium on-site training offerings are available, providing proficient Rave trainers working on site with staff. We also offer options to develop a custom curriculum on the Rave Academy or "train-the-trainer" materials that can be adapted and adopted across your organizations. These options would be determined via a lightweight Statement of Work (SoW) that capture required training needs, length and quantity of engagements and more.

Rave's Customer Success Team and the annual Rave Summit User Conference

Rave's commitment to our customers reaches far beyond the onboarding process. Rave's dedicated **Customer Success** team that is responsible for periodic check-in reviews, supportive discussions of features and best practices, and problem-solving and customer advocacy when needed. They represent the voice of the customer across the entire Rave Mobile Safety organization.

The highest compliments we receive from our customers, the ones that make us most proud, are about our relationship with our customers, how well we listen, how collaborative we are, how hard we work to understand the everyday work done in all jurisdictions, and how innovative we can be with solutions.

Rave's Customer Success team is charged with periodic Executive Business Reviews (EBRs), as well as to check in with customers to gather feedback, review or troubleshoot issues, suggest new features and best practices, and to act as a conduit to all interaction with Rave Mobile Safety.

The Customer Success team also supports our annual user conference, the **Rave Summit**. In 2020, for the first time, Rave will support two Rave Summit events - in March in New Orleans, and in Boston in November. The 2018 Rave Summit was held in Denver in April 2018, and in Orlando, Florida in April 2019. More information about the Rave Summit can be found at www.ravesummit.com.

In addition to our annual conference, Rave Mobile Safety also supports regional user group meetings around the US, where customers can network, share ideas and best practices with peers and peer organizations, attend training sessions, interact with key Rave staff, provide direct product feedback, hear keynote addresses, participate in panel discussions and more. In 2019, User Groups were held in two locations in Massachusetts, at the Emergency Operations Center in the City of Chicago, and in locations around the country such as Houston, Seattle, Virginia Beach, Oakland MI, and in other locations. Rave Customer Success is planning 10 regional user group events in 2020, in addition to our Summit conferences.

Appendix

1. Cost Proposal (attached as a separate document)

2. Supplemental Response for Contract Related Provisions

3. Evidence of Insurance

4. Contractual Services Form

5. Terms and Conditions – Acceptances

6. Dun and Bradstreet Credit Report

7. Silicon Valley Bank Reference Letter

8. Data Privacy and Security Overview

9. Rave Alert Web Content Accessibility Guidelines (WCAG) and Voluntary Product Accessibility Template (VPAT)

10. GRX Letter of Acknowledgement

11. SOC 2 INAP Bridge Letter and SOC 2 Audit Reports

1. Cost Proposal (attached as a separate document)

2. Supplemental Response for Contract Related Provisions

Quotation Supplemental Response for Contract-Related Provisions

State of Nebraska
Request for Proposal for Contractual services
RFP 6214 Z1

Rave respectfully requests to negotiate a mutually acceptable agreement, and that agreement, upon signature of both parties will become the binding contract. Rave takes a very reasonable positions in negotiating the terms and conditions of contracts, and we start by including our Master License and Services Agreement (MLSA) in our response which includes customary licensing language for Software-as-a-Service (SaaS) solution.

Rave takes exception that by responding to this RFP it is accepting all the terms and conditions of the RFP. Rave reserves the right for exceptions during the negotiation process based on further legal counsel review and risk assessment. Common clauses that will require negotiation include, but are not limited to, indemnification, liability, warranty, and ownership.

Any statements by Rave in response to questions in the RFP regarding future product road maps and expected operational capability that are dependent on the performance of any third party service or emergency response providers are provided only for the State's background information. Notwithstanding anything to the contrary in the RFP Terms and Conditions, Rave's support and service level obligations for the System will be subject to the terms and conditions of Rave's standard Support and Service Level Policy (SLP) set forth in Appendix 1 to the MLSA.

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LICENSE & SERVICES ORDER FORM ("ORDER FORM")

CLIENT INFORMATION:

CLIENT NAME ("CLIENT"):	
ADDRESS:	
CONTACT NAME/TITLE:	
PHONE:	
EMAIL:	

INITIAL LICENSE TERM:	

FEES INFORMATION:

ANNUAL LICENSE FEES:

Product Description	Unit	Qty	Annual License Fee

	Annual License Fee(s):	$

PROFESSIONAL SERVICES FEES:

One-Time Service Description	One-Time Fee

	Total Set-Up Fee(s):	$

TOTAL FEES:

	# of Years	Cost Per year	Total Contract
Annual Fees:		$	$
One-Time Fees (Set Up & Integration):			$
	Total Fees		$

Fees Payable Net 30:	$

STANDARD CONDITIONS:

1. **Effective Date.** The effective date of this Order Form will be the date of last execution as set forth in the signature block below ("Effective Date").

2. **Master License and Services Agreement.** By signing this Order Form, Client agrees to be bound by all of the terms and conditions of the Rave Wireless, Inc, and SwiftReach Networks, LLC Master License and Services Agreement ("Agreement") which is expressly incorporated by reference in this Order Form as attached hereto. Any capitalized terms used in this Order Form, unless specifically defined herein, shall have the meanings assigned to them in the Agreement. The individual representative of Client executing this Order Form has full authority to bind Client and its Affiliates to the terms and conditions of the Agreement.

3. **Fees Payable.** Client shall pay to Rave, or its designee, without offset or deduction, the Fees set forth in this Order Form (or a related invoice in connection with any Renewal License Term) within thirty (30) days of the relevant Rave invoice.

4. **Rave Alert.** No additional fees shall be payable to Rave for unlimited Text/SMS, Email, RSS for messages sent through Rave Management Console and unlimited SMTP messages. If applicable, alert messages may be sent via optional components including the Rave Alert Peer-to-Peer Groups, the Rave Alert API Toolkit, and the Rave Alert Blackboard

Building Block License. For Rave Alert optional components, the message delivery default is SMTP. If the product SMTP defaults are overridden and changed to SMPP/SMS delivery method, the Client may be subject to additional charges. If applicable, these additional per message fees ($0.03 per SMPP message) are billed quarterly in arrears.

5. **Rave Voice (if applicable).** No additional fees shall be payable to Rave for unlimited voice calls for calls made within and to the contiguous continental United States. International and long distance rates may apply for other calls.

6. **Purchase Orders.** Client agrees that if its internal procedures require that a purchase order be issued as a condition to payment of any Fees due to Rave, Client will timely issue such purchase order to Rave. Notwithstanding the foregoing, Client agrees that the absence of a purchase order or other ordering document may not be used as a basis to avoid or excuse the performance of any of Client's obligations under the Agreement, including, but not limited to, payment of all Fees due to Rave.

7. **Services.** Client is responsible for supplying and maintaining, at its own expense, the required hardware and supplies to run the Rave Product(s). In addition, the above-referenced "Remote Set-Up and Configuration" fees cover an initial one-time deployment. If Client makes infrastructure or other changes (including, but not limited to, changes in its location, call-taking equipment, carrier, network or other hardware) that require re-deployment and additional testing of Services, additional Set-Up and Configuration fees may apply.

SPECIAL CONDITIONS:

AGREED AND ACCEPTED:

RAVE WIRELESS, INC. d/b/a Rave Mobile Safety

By:

Name:

Title:

Date:

CLIENT:

By:

Name:

Title:

Date:

⌐his Master License and Services Agreement (together with Rave's Support and Service Level Policy and all Rave order forms ["Order Forms"] entered into by the Parties, the "Agreement") governs the license of all Products and acquisition and use of all Services provided to the client referenced on the accompanying Order Form ("Client") by Rave Wireless, Inc. d/b/a Rave Mobile Safety or SwiftReach Networks, LLC, depending on which entity executed the Order Form (in either case, such entity is referred to herein as "Rave"). Each of Rave and Client shall also be referred to individually as a "Party" and collectively as the "Parties".

1. SERVICES AND PRODUCTS

1.1 Services. In consideration of the Fee(s) payable by Client pursuant to the Order Form(s), Rave shall provide the Client with (i) the Rave services specified in such Order Form(s), (ii) the related technical support services specified in Rave's Support and Service Level Policy ("Support"), and (iii) the license to Rave's related proprietary application software product(s) and Documentation (collectively, "Products") set forth in Section 1.2 below. For purposes of this Agreement, the Rave services, Support and Products referred to above in (i)-(iii), together with any Professional Services specified in the Order Form(s), are collectively referred to as the "Services".

1.2 Products License. Subject to the terms and conditions of this Agreement, Rave hereby grants to Client a limited, non-exclusive, non-transferable (except pursuant to Section 9.5 below), non-sublicensable right and license during the applicable License Term (i) to access and operate the Products, (ii) to permit Administrators to use the features and functions of the Products, and (iii) to make copies of the Documentation solely for Client's internal use by Administrators. Rave may, in its discretion, develop and release generally to licensees updates or upgrades to the Products. Subject to Client's payment of the Fees and all other amounts that may be payable with respect to the Products, Rave shall, during the applicable License Term, make any such updates and upgrades available to Client if and when generally released to its other licensees at no additional cost (but not including any software marketed by Rave as a separate product or as a module for which additional fees are charged). Any such updates and upgrades provided under this Agreement shall be deemed to constitute part of the Products and shall be subject to all of the terms and conditions set forth in this Agreement. Client acknowledges that Rave and its licensors own all intellectual property rights in the Products (and all derivative works ⌐reof), and Rave expressly reserves all rights not expressly granted to ⌐nt hereunder.

1.3 Product Restrictions. Except to the extent otherwise expressly authorized by Rave under this Agreement, Client shall not, and shall not allow any third party to, copy, modify, adapt, translate, publicly display, publish, create derivative works of or distribute any of the Products. Client will not use any Product for any purpose beyond the scope of the licenses granted in Section 1.2 above. Without limiting the foregoing, Client will not (i) authorize or permit use of the Products by or for persons other than Administrators; or (iv) decompile, disassemble, reverse engineer or otherwise attempt to obtain or perceive the source code from which any component of the Products is compiled or interpreted. Client shall duplicate all proprietary notices and legends of Rave upon any and all copies of the Products authorized to be made by Client and shall not remove, alter or obscure any such proprietary notice or legend.

2. TERM AND TERMINATION

2.1 License Term and Agreement Term. The initial term of each license to a Product under this Agreement shall be set forth in the applicable Order Form ("Initial License Term"). Except as otherwise specified in such Order Form, each license will be automatically renewed on the same terms and conditions herein for successive one-year terms (each, a "Renewal License Term"), at Rave's then-current pricing, unless either Party provides written notice to the other Party of its intent not to renew such license at least ninety (90) days prior to the expiration date of the then-current License Term. As used in this Agreement, "License Term" means the entire period during which the license to a Product is in effect. The term of this Agreement shall commence on the Effective Date of the initial Order Form entered into by the Parties and, subject to any earlier termination of this Agreement by a Party pursuant to Section 2.2 below, shall automatically expire on such date that it is not renewed ("Agreement Term").

2.2 Termination for Breach/Bankruptcy. Either Party may terminate this Agreement (or the license to any Product(s) hereunder) upon written notice in the event that the other Party fails to make a required payment hereunder or materially breaches this Agreement and thereafter (i) in the case of non-

payment, has failed to pay such amounts within five (5) days after receiving written notice thereof; or (ii) in the case of material breach, has failed to cure the breach within thirty (30) days after receiving written notice thereof. In addition, either Party may terminate this Agreement upon written notice after the other Party has executed an assignment for the benefit of creditors or filed for relief under any applicable bankruptcy, reorganization, moratorium, or similar debtor relief laws, or in the event that a receiver has been appointed for the other Party or any of its assets or properties, or an involuntary petition in bankruptcy has been filed against such other Party, which proceeding or petition has not been dismissed, vacated, or stayed within thirty (30) days.

2.3 Effect of Termination. Upon termination or expiration of this Agreement, each Party shall (i) immediately discontinue all use of the other Party's Confidential Information and, in the case of the Client, the Products; (ii) return to the other Party or, at the other Party's option, destroy, all originals and all copies of such other Party's Confidential Information then in its possession; and (iii) shall promptly pay all amounts due and remaining payable hereunder. Termination or expiration of this Agreement will automatically terminate all licenses granted hereunder.

2.4 Survival of Obligations. The provisions of this Agreement that, by their nature, are intended to survive a termination or expiration of this Agreement (or the license to any Products hereunder), including without limitation Client's obligations to pay any amounts due and outstanding hereunder and the provisions of Sections 2.4, 4, 5, 6, 7, 8, 9 and 10 hereof, shall survive termination or expiration of this Agreement.

3. PROFESSIONAL SERVICES

Any Professional Services to be provided by Rave to Client shall be provided in accordance with the specific terms and conditions of the relevant Order Form covering such Professional Services.

4. FEES AND PAYMENTS

The license fees payable by Client for each Product and the fees payable for any related Professional Services are set forth in the applicable Order Form covering such Product(s) and/or Professional Services, as the case may be (collectively, "Fees"). All amounts payable under this Agreement shall exclude all applicable sales, use and other taxes and all applicable export and import fees, customs duties and similar charges. Client will be responsible for payment of all such taxes (other than taxes based on Rave's net income), fees, duties and charges, and any related penalties and interest, arising from the payment of (or failure to pay) any Fees. Client must notify Rave, or its designee, in writing of any dispute or disagreement with invoiced charges within thirty (30) days after the date of invoice. Absent such notice, Client shall be deemed to have agreed to the Fees as invoiced upon the expiration of such time period. Rave reserves the right to charge, and Client agrees to pay, a late charge equal to the lesser of one and one-half percent (1½%) or the highest rate permitted by law, per month, on any amount not paid by its due date that is not the subject of a reasonable, good faith dispute.

5. CLIENT OBLIGATIONS

5.1 Client Operation of Products. Client acknowledges and agrees (i) that Client is responsible for certain aspects of the operation of the Products, as set forth in the Documentation, including the related training and supervision of Administrators, and (ii) that in no event shall Rave have any liability arising from Client's or any Administrators' failure to operate the Products in accordance with the Documentation.

5.2 Client Compliance. Client only shall use the Services in compliance with all applicable laws, regulations, ordinances, rules or other requirements promulgated by governing authorities or imposed by Third Party Service Providers having jurisdiction over the Parties or the operation or use of the Services. Client shall not (i) deliver to Third Party Service Providers for transmission or disseminate any content or material under this Agreement that (a) is harassing, defamatory threatening, obscene, or otherwise objectionable, including material that is false or misleading or (b) violates the

rights of any person or company protected by copyright, trademark, trade
secret, patent or other intellectual property, privacy or other laws or
regulations; (ii) use the Services or Rave's systems to transmit or
disseminate unsolicited material, including without limitation "junk mail" or
"unsolicited bulk e-mail", or other advertising material to persons or entities
that have not specifically agreed to receive such material by either opting in
or not opting out; (iii) send messages to individuals who have opted out of
receiving messages from Client; or (iv) use the Services or Rave systems to
introduce malicious programs into the Products, Rave's systems, or the
Third Party Service Providers' networks or servers, including viruses,
worms, Trojan horses, e-mail bombs, cancelbots or other computer
programming routines that are intended to damage, interfere with, intercept
or expropriate any system, data or personal information, including executing
any form of network monitoring that will intercept or extract data. Under no
circumstances shall Client make any representations, warrantees or
guarantees with respect to the Services, except to the extent expressly set
forth in this Agreement. Client shall be responsible for the compliance by all
Designated Institutions and their respective Administrators, and End Users
with all of the terms and conditions of this Agreement.

5.3 Client Content. If Client provides or otherwise makes available any
information or any other data collected by Client or a third party regarding
End Users to Rave or any Third Party Service Provider or Emergency
Service Provider in connection with the operation or use of the Services
(collectively, the "Client Content"), Client represents and warrants that Client
has all legal rights to such Client Content, in order to use and disclose, and
permit use and disclosure of, the Client Content in connection with the
operation and use of the Services as contemplated by the Documentation
and this Agreement.

6. LIMITED WARRANTY AND LIMITATIONS

6.1 Limited Warranty. THE SERVICES AND PRODUCTS ARE
PROVIDED "AS IS" AND ON AN "AS AVAILABLE" BASIS AND, TO THE
MAXIMUM EXTENT PERMITTED UNDER APPLICABLE LAW, RAVE
EXPRESSLY DISCLAIMS ALL OTHER REPRESENTATIONS AND
WARRANTIES OF ANY KIND OR NATURE, RELATING TO THE
SERVICES AND PRODUCTS, WHETHER EXPRESS, IMPLIED OR
STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES
MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE,
NON-INFRINGEMENT, TITLE, DATA ACCURACY, SATISFACTORY
QUALITY, OR THE ABSENCE OF ANY DEFECTS THEREIN, WHETHER
LATENT OR PATENT. NO WARRANTY IS MADE BY RAVE ON THE
BASIS OF TRADE USAGE, COURSE OF DEALING OR COURSE OF
TRADE. Rave does not warrant that the Services or Products will meet
Client's or any Designated Institution's requirements, that the operation
thereof will be uninterrupted or error-free, or that all errors will be corrected.
Without limiting the foregoing, Client acknowledges and agrees that (i) Rave
cannot guarantee the performance of any Third Party Service Provider or
Emergency Service Provider and that neither Party may make any claims or
guarantees on behalf of Third Party Service Providers or Emergency Service
Providers regarding any matters, (ii) delivery of any messages or any
information regarding End Users in connection with the operation or use of
the Services is not guaranteed and neither Rave nor any Third Party Service
Provider or Emergency Service Provider shall be responsible for any failure
of delivery, and (iii) Rave shall not be responsible for any disruption to or
failure of the Services resulting from the actions or inactions of any Third
Party Service Providers or Emergency Service Providers. Client
acknowledges and agrees that the Services and Products are not intended
to replace the services of primary safety and emergency response services,
including without limitation, 911 or equivalent, fire, police, emergency
medical and public health services (collectively, "Emergency Service
Providers").

6.2 Limitation of Liability. IN NO EVENT SHALL EITHER PARTY OR, IN
RAVE'S CASE, ITS REPRESENTATIVE, BE LIABLE TO THE OTHER
PARTY OR ANY THIRD PARTY FOR ANY INCIDENTAL, INDIRECT,
SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, REGARDLESS
OF THE NATURE OF THE CLAIM, INCLUDING, WITHOUT LIMITATION,
LOST PROFITS, BUSINESS INTERRUPTION, COSTS OF LOST OR
DAMAGED DATA OR LIABILITIES TO THIRD PARTIES ARISING FROM
ANY SOURCE, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE
POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION UPON DAMAGES
AND CLAIMS IS INTENDED TO APPLY WITHOUT REGARD TO

WHETHER OTHER PROVISIONS OF THIS AGREEMENT HAVE BEEN
BREACHED OR HAVE PROVEN INEFFECTIVE. Notwithstanding anything
herein to the contrary, the cumulative liability of either Party to the other and
any third party for all claims arising from or relating to this Agreement and/or
the operation or use of the Services and Products shall not exceed the total
amount of all Fees paid to Rave by Client hereunder during the twelve (12)-
month period immediately prior to the event, act or omission giving rise to
such liability, regardless of whether any action or claim is based on warranty,
indemnification, contract, tort, negligence, strict liability or otherwise. The
existence of multiple claims will not enlarge this limit. The warranty
disclaimers and exclusions and limitations of liability in this Section 6 are
intended to apply without regard to whether other provisions of this
Agreement have been breached or have proven ineffective and form an
essential basis of the bargain between the Parties. Absent any of such
disclaimers, exclusions or limitations of liability, the provisions of this
Agreement, including, without limitation, the economic terms, would be
substantially different.

7. CONFIDENTIALITY

7.1 Mutual Confidentiality Obligations. Each Party agrees: (i) to use the
Confidential Information of the other Party only for the purposes of this
Agreement; (ii) to hold in confidence and protect the Confidential Information
of the other Party from dissemination to, and use by, any third party; (iii) not
to create any derivative work from Confidential Information of the other
Party; (iv) to restrict access to the Confidential Information to such of its
personnel, agents, and/or consultants who have a need to have access and
who have been advised of and have agreed in writing or are otherwise
required to treat such information as confidential; and (v) to return or destroy
all Confidential Information of the other Party in its possession upon
termination or expiration of this Agreement.

7.2 Confidentiality Exceptions. The foregoing restrictions shall not apply
to Confidential Information that (i) is publicly available or in the public domain
at the time disclosed; (ii) is or becomes publicly available or enters the public
domain through no fault of the recipient Party; (iii) is rightfully communicated
to the recipient Party by persons not bound by confidentiality obligations with
respect thereto; (iv) is already in the recipient Party's possession free of any
confidentiality obligations with respect thereto at the time of disclosure; (v)
is independently developed by the recipient Party; (vi) is approved for
release or disclosure by the disclosing Party without restriction; or (vii) is
required to be publicly disclosed by the recipient Party pursuant to applicable
freedom of information laws. Each Party may disclose Confidential
Information to the limited extent required (a) in order to comply with the order
of a court or other governmental body, or as otherwise necessary to comply
with applicable law, provided that the Party making the disclosure shall first
have given written notice to the other Party (if permitted) and made a
reasonable effort to obtain a protective order; or (b) to establish a Party's
rights under this Agreement, including to make court filings.

7.3 Disclosure of Information about End Users. Rave shall not rent,
trade or sell information regarding End Users (including, but not limited to,
any Client Content) to any third party; provided, however, that
notwithstanding anything to the contrary contained in this Agreement, (i)
Rave may disclose any such information to Third Party Service Providers
and Emergency Service Providers in connection with the operation and use
of the Services or as necessary to comply with applicable laws and
governmental orders and (ii) under no circumstances shall Rave or any
Rave Representative be liable for the failure of Client or any third party
(including, but not limited to, any Designated Institution, Third Party Service
Provider or Emergency Service Provider) to comply with its own privacy
policies and all applicable privacy laws and regulations.

8. INDEMNIFICATION

Except as otherwise provided below, Rave shall defend or, at its option,
settle any claim, suit, or other action brought by a third party against Client
directly and to the extent arising out of an allegation by such third party that
any use of or access to a Product by Client as expressly authorized under
this Agreement infringes any U.S. patent issued to such third party (each, a
"Claim"), and Rave shall indemnify and hold Client harmless against all costs
and reasonable expenses (including reasonable attorneys' fees), damages,
and liabilities arising out of any such Claim finally awarded to such third party
by a court of competent jurisdiction after all appeals have been exhausted
or at the time of a final settlement of such Claim by Rave (collectively,
"Losses"), provided that Client gives Rave (i) prompt written notice of such

Claim; (ii) sole authority to control and direct the defense and/or settlement such Claim; and (iii) such information and assistance as Rave may ᴊonably request, at Rave's expense, in connection with such defense and/or settlement. Upon the occurrence of any Claim for which indemnity by Rave is or may be due under this Section 8, or in the event that Rave believes that such a Claim is likely, Rave may, at its option (I) modify the relevant Product so that it becomes non-infringing, or substitute functionally equivalent software or services; (II) obtain a license to the applicable third-party intellectual property rights; or (III) terminate this Agreement (or the license to such Product hereunder) on written notice to Client and provide a prorated refund to Client for any unused license fees under the then-current License Term. Rave shall not be liable for any costs or expenses incurred by or on behalf of Client in connection with any Claim for which indemnity by Rave is or may be due under this Section 8 without the prior written consent of an authorized officer of Rave. Rave's indemnity obligations set forth in this Section 8 shall constitute Rave's entire liability and Client's sole remedy for any actual or alleged intellectual property infringement claim with respect to the Services or Products. Notwithstanding anything herein to the contrary, Rave shall have no obligation or liability for any intellectual property infringement claim and any related losses, costs, expenses, damages and liabilities whatsoever to the extent arising from (a) the combination, operation, or use of the Product with products, services, information, materials, technologies, business methods or processes not furnished by Rave or otherwise expressly contemplated by the Documentation; (b) modifications to the Product, which modifications are not made by Rave or any party expressly authorized by Rave in writing; (c) use of the Product except in accordance with this Agreement, the Documentation and any other applicable user documentation or specifications furnished by Rave in writing; (d) failure of Client to implement any updates and upgrades provided by Rave that would make the Product non-infringing; and/or (e) any intellectual property provided or otherwise made accessible to Rave by Client or any of its Affiliates.

9. MISCELLANEOUS

9.1 Applicable Law/Dispute Resolution. This Agreement and the rights and obligations of the Parties hereunder shall be construed in accordance with, and shall be governed by, the laws of the Commonwealth of ᴊsachusetts without giving effect to its rules regarding conflicts of laws. ᴊarding any action for injunctive or other equitable relief arising from the breach by the other Party of any license, usage or confidentiality obligations hereunder, each Party irrevocably submits to the jurisdiction of the Federal courts located within the Commonwealth of Massachusetts in connection with any and all causes of action between the Parties arising from or in relation to this Agreement. Except as provided in the preceding sentence, the Parties agree that any disputes regarding this Agreement that cannot be resolved through negotiations between the designated representatives from each Party within thirty (30) days of the date the dispute arose shall be submitted to binding arbitration conducted by the American Arbitration Association ("AAA") at its Boston, Massachusetts location. Any such arbitration will be conducted in accordance with the Commercial Arbitration Rules of the AAA. Any such arbitration will be conducted by a single arbitrator, and the arbitrator will issue his/her award in writing with findings. The decision of the AAA shall be binding as between the Parties, shall not be subject to appeal, and shall be enforceable in any court of competent jurisdiction. The U.N. Convention on Contracts for the International Sale of Goods shall not apply to this Agreement.

9.2 Services Outside the US. If Client is interested in purchasing Services for delivery outside of the United States, Client acknowledges and agrees that, in addition to any restrictions that may be imposed on Client by any Third Party Service Provider, any such territory outside the United States may impose its own restrictions resulting from applicable law, telecommunication or internet infrastructure limitations, telecommunication or internet service provider policies, or communication device customizations that inhibit or prevent the delivery of SMS, text or other messaging, or restrict the ability to place or receive certain calls (e.g., outbound toll-free calls). Such restrictions may impede certain aspects of the Services. Rave shall not be responsible for any such impediments or any unavailability of the Services as a result thereof.

9.3 Force Majeure. A Party shall be excused from performance of its obligations under this Agreement if such a failure to perform results from compliance with any requirement of applicable law, acts of god, fire, strike,

embargo, terrorist attack, war or any other military action, acts of local, state or national governments or public agencies, insurrection or riot or other causes beyond the reasonable control of that Party.

9.4 Notices. All notices required by or relating to this Agreement shall be in writing and shall be sent by means of certified mail, postage prepaid or by nationally recognized overnight courier service, to the Parties to the Agreement and addressed, if to Client, as set forth in the Order Form, or if to Rave, as follows:

> Rave Wireless, Inc.
> 492 Old Connecticut Path, 2ⁿᵈ Floor
> Framingham, MA 01701
> Attention: Chief Executive Officer

or addressed to such other address as that Party may have given by written notice in accordance with this provision. All notices required by or relating to this Agreement may also be communicated by facsimile, provided that the sender receives and retains confirmation of successful transmittal to the recipient and sends a duplicate of such notice by the means specified herein. Such notices shall be effective on the date indicated in such confirmation.

9.5 Assignment. Neither Party may assign its rights or delegate its obligations under this Agreement without the other Party's prior written consent, and, absent such consent, any purported assignment or delegation shall be null, void and of no effect; provided, however, that either Party, upon written notification to the other Party, may assign this Agreement in connection with any merger, consolidation, corporate restructuring, sale of any substantial portion of its assets, or any transaction in which more than fifty percent (50%) of its voting securities are transferred, unless any such successor or assignee of Client is a competitor of Rave, in which case Client must obtain Rave's prior written consent. Subject to the foregoing, this Agreement shall be binding upon and inure to the benefit of Rave and Client and their respective permitted successors and assigns.

9.6 Independent Contractors. Client and Rave acknowledge and agree that the relationship arising from this Agreement does not constitute or create any joint venture, partnership, employment relationship or franchise between them, and the Parties are acting as independent contractors in making and performing this Agreement. Neither Party has the power or authority as agent, employee or in any other capacity to represent, act for, bind or otherwise create or assume any obligation on behalf of the other Party for any purpose whatsoever.

9.7 Amendment/Waiver. No amendment to this Agreement or any addendum shall be valid unless in writing and signed by the authorized representatives of both Parties. No waiver under this Agreement shall be valid or binding unless set forth in writing and duly executed by the Party against whom enforcement of such waiver is sought. Any such waiver shall constitute a waiver only with respect to the specific matter described therein and shall in no way impair the rights of the Party granting such waiver in any other respect or at any other time. Any delay or forbearance by either Party in exercising any right hereunder shall not be deemed a waiver of that right.

9.8 Severability. If any provision of this Agreement is invalid or unenforceable for any reason in any jurisdiction, such provision shall be construed to have been adjusted to the minimum extent necessary to cure such invalidity or unenforceability.

9.9 Export Controls. Client will not, directly or indirectly, export or re-export, or knowingly permit the export or re-export of any Product to any country for which any export license or approval is required under the laws of the United States or any other country unless the appropriate export license or approval has first been obtained.

9.10 No Third Party Beneficiaries. The Parties acknowledge that the covenants set forth in this Agreement are intended solely for the benefit of the Parties and their respective successors and permitted assigns. Nothing in this Agreement, whether express or implied, shall confer upon any person or entity, other than the Parties and their permitted successors and assigns, any legal or equitable right whatsoever to enforce any provision of this Agreement.

9.11 U.S. Government Licensees. Each of the components that constitute each Product is a "commercial item" as that term is defined at 48CFR 2.101, consisting of "commercial computer software" and/or "commercial computer software documentation" as such terms are used in 48 CFR 12.212. Consistent with 48 CFR 12.212 and 48 CFR 227.7202-1 through 227.7202-

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4, all U.S. Government licensees acquire the Product with only those rights ... forth herein.

... Immunity. If applicable and to the extent not prohibited or otherwise authorized by applicable law, each Party will be entitled to not less than the same benefits and protections afforded by any law, regulation or other applicable rule which extends protections to the other Party in any form, including, but not limited to, governmental or other immunity, indemnification or other protection. Neither Party will object to or interfere with the assertion of such immunity by the other Party.

9.13 Headings. The headings in this Agreement are inserted merely for the purpose of convenience and shall not affect the meaning or interpretation of this Agreement.

9.14 Signatures. This Agreement will be deemed to be executed upon the execution by the Parties of any Order Form incorporating this Agreement by reference therein.

9.15 Entire Agreement. This Agreement, together with the SLP and all Order Forms entered into by the Parties, sets forth the entire agreement and understanding between the Parties with respect to the subject matter hereof and, except as specifically provided herein, supersedes all prior oral and written agreements, discussions and understandings between the Parties with respect to the subject matter hereof, and neither of the Parties shall be bound by any terms other than as expressly provided for in this Agreement. In the event a conflict arises between this Agreement and the provisions of any other document comprising part of this Agreement, this Agreement will govern unless the other document expressly provides otherwise.

10. DEFINITIONS

10.1 "Administrators" mean personnel of Client and Designated Institutions authorized by Client to access the Products on behalf and for the benefit of Client and such Designated Institutions, respectively.

10.2 "Affiliate" means, with respect to any entity, any other entity Controlling, Controlled by or under common Control with such entity, whether directly or indirectly through one or more intermediaries.

10.3 "Client" means the client specifically identified on the Order Form(s).

10.4 "Confidential Information" means the terms of this Agreement and all documents, material or information relating to the Services and the provision thereof, including, but not limited to, the Documentation, personally ...tifiable information regarding End Users and all other information that ...er Party treats as proprietary or confidential.

10.5 "Control" and its derivatives means legal, beneficial or equitable ownership, directly or indirectly, of more than fifty percent (50%) of the outstanding voting capital stock (or other ownership interest, if not a corporation) of an entity, or actual managerial or operational control over such entity.

10.6 "Designated Institution" means any Affiliate and/or any other institution, organization, entity and person for whose benefit Client is licensing one or more Products hereunder as specified in the relevant Order Form.

10.7 "Documentation" means Rave's then-current standard product and user guides and/or related documentation generally made available to licensees of Products, as such Documentation may be modified by Rave, in its sole discretion, from time to time.

10.8 "End Users" means individuals associated with Client and/or any Designated Institution who register with Rave or are otherwise eligible to receive and/or send messages from or otherwise utilize the benefits of the Services and individuals who independently register with Rave to establish a safety profile or are otherwise eligible to receive or utilize the benefit of the Services. During the Term, Client shall be responsible for notifying Designated Institutions and End Users that they are each subject to Rave's applicable then-current Terms of Use and Privacy Policy in connection with their respective operation and use of the Services (if applicable).

10.9 "Privacy Policy" means Rave's Privacy Policy located at www.ravemobilesafety.com/privacy-policy, as such Privacy Policy may be amended by Rave, in its sole discretion, from time to time.

10.10 "Professional Services" means the separate support offerings for Client that are not included as part of the Support, but are provided by Rave at an additional cost as specified in the applicable Order Form(s), including, but not limited to, those related to the set-up, integration and training for each Product.

10.11 "Rave Representatives" means Rave and its Affiliates and each of their respective directors, officers, employees, contractors and other representatives.

10.12 "Support and Service Level Policy" or "SLP" means the Support and Service Level Policy for the Products set forth in Appendix 1 hereto.

10.13 "Terms of Use" means Rave's separate Terms of Use for Designated Institutions and for End Users, as such Terms of Use may be amended by Rave, in its sole discretion, from time to time.

10.14 "Third Party Service Provider" means a telecommunications, internet, voice broadcasting, voice messaging or other service provider providing mobile telephone, internet or other intermediary services to subscribers that allow or relate to the operation or use of the Services by End Users or a licensor or other third party from whom Rave has received sublicensing rights in connection with the operation or use of the Products, as the case may be.

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APPENDIX 1
(TO RAVE WIRELESS, INC. & SWIFTREACH NETWORKS, LLC MASTER LICENSE AND SERVICES AGREEMENT)

SUPPORT AND SERVICE LEVEL POLICY ("SLP")

Purpose
This SLP sets forth Rave's undertakings with respect to providing customer support to the Client and the service levels associated with the Services provided to Client during the Term of the Agreement.

1. Service Reliability. Rave shall provide an uptime of 99.999% for the Services, subject to scheduled updates and scheduled maintenance and to any downtime caused by the Client or by Third Party Service Providers. For unplanned downtime (an "Event"), Rave will assign a trouble severity code based on Rave's assessment of the Event at the point of trouble identification. Rave will make adjustments to the trouble severity code based on how the Event proceeds.

Trouble Severity Code	Description	Initial Response Time	Status Update Intervals
Sev 1	"Sev 1 Error" means a catastrophic Event causing a complete (100%) loss of a key safety related feature of the Services	20 min.	30 min.
Sev 2	"Sev 2 Error" means a non-catastrophic Event causing a significant component of the Services to fail or to perform materially different than expected, creating significant inconvenience to the Client	For Events reported during normal business hours (9am to 5pm EST Monday through Friday), 24 hours from time of report. For Events reported outside of normal business hours, 24 hours from beginning of next business day	2 hour
Sev 3	"Sev 3 Error" means an Event that: (a) has minimal current impact on the Client, and (b) causes a malfunction of a non-essential Product feature.	For Events reported during normal business hours, 24 hours from time of report. For Events reported outside of normal business hours, 24 hours from beginning of next business day	As appropriate

2. Points of Contact and Escalations. If Client experiences an Event, Client may contact Rave's customer support hotline at 888-605-7163 available 24X7X365 or by e-mail at techsupport@ravewireless.com.
- Non-Sev 1 Events are submitted via email at techsupport@ravewireless.com.
- For Sev 1 Events, Rave will provide continual support until the Event is resolved.

Client and Rave will exchange ticket numbers for tracking an Event beginning with the initial report of trouble. Client may be required to interface with any third party hardware and software vendors, carriers or other service providers.
Client Contact Information (for escalation or technical issues)

	Contact Name & Title	Phone	Mobile	Email
1st Point of Contact				
1st Escalation				
2nd Escalation				

3. Carrier and Other Service Provider Related Service Guarantees. Rave does not provide any service levels or support with respect to any carrier or other Third Party Service Provider. Rave's sole responsibility with respect to carriers and other Third Party Service Providers will be to make commercially reasonable efforts to ensure availability of such third party's services.

4. Change Control Management/Update Management.
- A. Product Modifications by Rave: Rave may modify Products from time to time to install bug fixes and required updated (as deemed appropriate by Rave).
- B. Implementation of Updates/Maintenance: Rave will ensure that any planned maintenance and update events within the Products will be executed in a professional manner. Proper execution includes advance notification to Client by Rave.
- C. Service Interruptions and Advanced Notification Requirements: Rave will provide Client with at least 72 hours advance notice via e-mail of all planned maintenance activities resulting in any service interruptions or possibility of any service interruption that will have a direct impact on Services.

Rave shall perform emergency maintenance as necessary and will, if possible, give advance notice thereof to Client. "Emergency" shall mean that Rave has become aware of a problem that, if an immediate remedy is not implemented, will prevent Rave from continuing to support and provide the elements and aspects of the Services. Emergency downtime outside of the maintenance window will be counted as unscheduled downtime in determining whether

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Rave has achieved its service uptime goal.

5. Availability.

Rave will have no liability for unavailability of any Services caused, in whole or in part, by Client's use of the Services other than in accordance with the terms and conditions of the Agreement or the Documentation, by any Designated Institution's operation or End User's use of the Services other than in accordance with Rave's applicable then-current Terms of Use, or for any causes beyond the reasonable control of Rave or that are not reasonably foreseeable to Rave, including but not limited to, interruption or failure of telecommunication or digital transmission links and Internet slow-downs or failures, the failure or unavailability of any services provided by Third Party Service Providers or Emergency Service Providers, or any inaccuracy or insufficiency in any information regarding End Users.

6. Service Credits.

Credits for Failure to Achieve Service Level Standards: If Rave experiences any Severity 1 Downtime during a particular month, Client shall also be eligible to receive a credit equal to the pro rated dollar value of three (3) times the actual number of minutes during such month related to the service level failure. "Downtime" means the total number of minutes during such month that the Service was unavailable at a Sev 1 Severity Code during that month.

7. Credit Requests and Payment.

To request a credit, Client must send an email to Rave at finance@ravemobilesafety.com within ten (10) days of the end of the calendar month in which the failure occurred. Client must include the Client Name, Contact Name and email address, and dates and times of unavailability. If Rave confirms that you are owed Service Credits, we will issue a credit to your account within ten (10) business days. Credits may only be used against future billing charges.

[Remainder of Page Intentionally Left Blank.]

3. Evidence of Insurance

RAVE
MOBILE SAFETY

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/5/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Linda Bogardus		
NFP Property & Casualty Services, Inc. 141 Longwater Drive Suite 101 Norwell, MA 02061	PHONE (A/C, No, Ext): (802) 651-3340		FAX (A/C, No): (802) 658-9419
	E-MAIL ADDRESS: linda.bogardus@nfp.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Travelers Property Casualty Company of America		25674
INSURED	INSURER B : Travelers Indemnity Company of Connecticut		25682
Rave Wireless, Inc. d/b/a Rave Mobile Safety 492 Old Connecticut Path, 2nd Floor Framingham, MA 01701	INSURER C : Allianz Global Risks US Insurance Company		35300
	INSURER D :		
	INSURER E :		
	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR		TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X	COMMERCIAL GENERAL LIABILITY			ZLP51M90216-19	11/4/2019	11/4/2020	EACH OCCURRENCE	$ 1,000,000
		CLAIMS-MADE [X] OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
								MED EXP (Any one person)	$ 10,000
								PERSONAL & ADV INJURY	$ 1,000,000
		GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	X	POLICY [ ] PRO-JECT [ ] LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
		OTHER:							$
		AUTOMOBILE LIABILITY			BA-4K925586-19-15-G	11/4/2019	11/4/2020	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
		ANY AUTO						BODILY INJURY (Per person)	$
		OWNED AUTOS ONLY [ ] SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X	HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
									$
A	X	UMBRELLA LIAB [X] OCCUR			CUP3L05410A-19	11/4/2019	11/4/2020	EACH OCCURRENCE	$ 10,000,000
		EXCESS LIAB [ ] CLAIMS-MADE						AGGREGATE	$ 10,000,000
		DED [X] RETENTION $ 10,000						Follow Form	$
A		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N			UB0K054158-19	11/4/2019	11/4/2020	[X] PER STATUTE [ ] OTH-ER	
		ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [N] (Mandatory in NH)	N/A					E.L. EACH ACCIDENT	$ 1,000,000
								E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
		If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$ 1,000,000
A		E&O/Professional			ZPL-51M90425-19-15	11/4/2019	11/4/2020	*Refer Below	
C		Directors & Officers			USF00237418TAIL	4/23/2019	4/23/2025	*Refer Below	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Add'l Named Insureds: Rave Wireless Holdings, LLC; Rave HoldCo., Inc.; Rave Intermediate Holdings, Inc.; RMS Software, Inc. (Canada); Rave Wireless, Inc.; SwiftReach Networks, LLC (fka Alert Solutions, Inc.); SwiftReach Wholesale Services, LLC

*E&O Professional/ Cyber - $5,000,000 Third-Party Ea Wrongful Act w/ $25,000 Ded/ $5,000,000 First-Party w/ $50,000/$25,000 Ded; $5,000,000 Aggregate
*Directors & Officers - $3,000,000 Aggregate; $25,000 Side B & C Retention; 12/30/16 Retro Date

Evidence of Insurance.

CERTIFICATE HOLDER	CANCELLATION
Evidence of Insurance	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE *Matt Thill*

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4. Contractual Services Form

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this RFP, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.
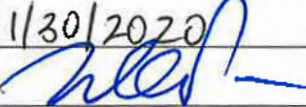
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

_____ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED USING AN INDELIBLE METHOD (NOT ELECTRONICALLY)

FIRM:	Pave Wireless Inc.
COMPLETE ADDRESS:	492 Old Connecticut Path Framingham, MA 01701
TELEPHONE NUMBER:	508 - 848 - 2484
FAX NUMBER:	917 - 591 - 9105
DATE:	1/30/2020
SIGNATURE:	*(signature)*
TYPED NAME & TITLE OF SIGNER:	William C. Price, CFO

RFP Boilerplate | 07012019

5. Terms and Conditions – Acceptances

II. TERMS AND CONDITIONS

Bidders should complete Sections II through VI as part of their proposal. Bidder is expected to read the Terms and Conditions and should initial either accept, reject, or reject and provide alternative language for each clause. The bidder should also provide an explanation of why the bidder rejected the clause or rejected the clause and provided alternate language. By signing the RFP, bidder is agreeing to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the proposal. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the proposal. The State of Nebraska is soliciting proposals in response to this RFP. The State of Nebraska reserves the right to reject proposals that attempt to substitute the bidder's commercial contracts and/or documents for this RFP.

The bidder's should submit with their proposal any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the bidder's proposal as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award have been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one Party has a particular clause then that clause shall control;
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together;
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		wp	Rave respectfully requests to negotiate a mutually acceptable agreement, and that agreement, upon signature of both parties will become the binding contract. Rave takes a very reasonable positions in negotiating the terms and conditions of contracts, and we start by including our Master License and Services Agreement (MLSA) in our response which includes customary licensing language for Software-as-a-Service (SaaS) solution.

The contract resulting from this RFP shall incorporate the following documents:

1. Request for Proposal and Addenda;
2. Amendments to the RFP;
3. Questions and Answers;
4. Bidder's proposal (RFP and properly submitted documents);
5. The executed Contract and Addendum One to Contract, if applicable; and,
6. Amendments/Addendums to the Contract.

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) executed Contract and any attached Addenda, 3) Amendments to RFP and any Questions and Answers, 4) the original RFP document and any Addenda, and 5) the Bidder's submitted Proposal.

Any ambiguity or conflict in the contract discovered after its execution, not otherwise addressed herein, shall be resolved in accordance with the rules of contract interpretation as established in the State of Nebraska.

B. NOTIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

Bidder and State shall identify the contract manager who shall serve as the point of contact for the executed contract.

Communications regarding the executed contract shall be in writing and shall be deemed to have been given if delivered personally or mailed, by U.S. Mail, postage prepaid, return receipt requested, to the parties at their respective addresses set forth below, or at such other addresses as may be specified in writing by either of the parties. All notices, requests, or communications shall be deemed effective upon personal delivery or five (5) calendar days following deposit in the mail.

Either party may change its address for notification purposes by giving notice of the change, and setting forth the new address and an effective date.

C. NOTICE (POC)

The State reserves the right to appoint a Buyer's Representative to manage [or assist the Buyer in managing] the contract on behalf of the State. The Buyer's Representative will be appointed in writing, and the appointment document will specify the extent of the Buyer's Representative authority and responsibilities. If a Buyer's Representative is appointed, the Bidder will be provided a copy of the appointment document, and is expected to cooperate accordingly with the Buyer's Representative. The Buyer's Representative has no authority to bind the State to a contract, amendment, addendum, or other change or addition to the contract.

D. GOVERNING LAW (Statutory)

Notwithstanding any other provision of this contract, or any amendment or addendum(s) entered into contemporaneously or at a later time, the parties understand and agree that, (1) the State of Nebraska is a sovereign state and its authority to contract is therefore subject to limitation by the State's Constitution, statutes, common law, and regulation; (2) this contract will be interpreted and enforced under the laws of the State of Nebraska; (3) any action to enforce the provisions of this agreement must be brought in the State of Nebraska per state law; (4) the person signing this contract on behalf of the State of Nebraska does not have the authority to waive the State's sovereign immunity, statutes, common law, or regulations; (5) the indemnity, limitation of liability, remedy, and other similar provisions of the final contract, if any, are entered into subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity; and, (6) all terms and conditions of the final contract, including but not limited to the clauses concerning third party use, licenses, warranties, limitations of liability, governing law and venue, usage verification, indemnity, liability, remedy or other similar provisions of the final contract are entered into specifically subject to the State's Constitution, statutes, common law, regulations, and sovereign immunity.

The Parties must comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations.

E. BEGINNING OF WORK

The bidder shall not commence any billable work until a valid contract has been fully executed by the State and the successful Bidder. The Bidder will be notified in writing when work may begin.

F. AMENDMENT

This Contract may be amended in writing, within scope, upon the agreement of both parties.

G.   CHANGE ORDERS OR SUBSTITUTIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WR			

The State and the Contractor, upon the written agreement, may make changes to the contract within the general scope of the RFP.   Changes may involve specifications, the quantity of work, or such other items as the State may find necessary or desirable. Corrections of any deliverable, service, or work required pursuant to the contract shall not be deemed a change. The Contractor may not claim forfeiture of the contract by reasons of such changes.

The Contractor shall prepare a written description of the work required due to the change and an itemized cost sheet for the change. Changes in work and the amount of compensation to be paid to the Contractor shall be determined in accordance with applicable unit prices if any, a pro-rated value, or through negotiations. The State shall not incur a price increase for changes that should have been included in the Contractor's proposal, were foreseeable, or result from difficulties with or failure of the Contractor's proposal or performance.

No change shall be implemented by the Contractor until approved by the State, and the Contract is amended to reflect the change and associated costs, if any. If there is a dispute regarding the cost, but both parties agree that immediate implementation is necessary, the change may be implemented, and cost negotiations may continue with both Parties retaining all remedies under the contract and law.

In the event any product is discontinued or replaced upon mutual consent during the contract period or prior to delivery, the State reserves the right to amend the contract or purchase order to include the alternate product at the same price.

Contractor will not substitute any item that has been awarded without prior written approval of SPB

H.   VENDOR PERFORMANCE REPORT(S)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

The State may document any instance(s) of products or services delivered or performed which exceed or fail to meet the terms of the purchase order, contract, and/or RFP specifications. The State Purchasing Bureau may contact the Vendor regarding any such report. Vendor performance report(s) will become a part of the permanent record of the Vendor.

I.   NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

If Contractor breaches the contract or anticipates breaching the contract, the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, a proposed cure, and may include a request for a waiver of the breach if so desired. The State may, in its discretion, temporarily or permanently waive the breach. By granting a waiver, the State does not forfeit any rights or remedies to which the

State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

J. BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		wf	In the case of breach by Contractor, Rave will not be liable for damages the State incurs in purchasing replacement products.

Either Party may terminate the contract, in whole or in part, if the other Party breaches its duty to perform its obligations under the contract in a timely and proper manner. Termination requires written notice of default and a thirty (30) calendar day (or longer at the non-breaching Party's discretion considering the gravity and nature of the default) cure period. Said notice shall be delivered by Certified Mail, Return Receipt Requested, or in person with proof of delivery. Allowing time to cure a failure or breach of contract does not waive the right to immediately terminate the contract for the same or different contract breach which may occur at a different time. In case of default of the Contractor, the State may contract the service from other sources and hold the Contractor responsible for any excess cost occasioned thereby. OR In case of breach by the Contractor, the State may, without unreasonable delay, make a good faith effort to make a reasonable purchase or contract to purchased goods in substitution of those due from the contractor. The State may recover from the Contractor as damages the difference between the costs of covering the breach. Notwithstanding any clause to the contrary, the State may also recover the contract price together with any incidental or consequential damages defined in UCC Section 2-715, but less expenses saved in consequence of Contractor's breach.

The State's failure to make payment shall not be a breach, and the Contractor shall retain all available statutory remedies and protections.

K. NON-WAIVER OF BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

The acceptance of late performance with or without objection or reservation by a Party shall not waive any rights of the Party nor constitute a waiver of the requirement of timely performance of any obligations remaining to be performed.

L. SEVERABILITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

If any term or condition of the contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the provision held to be invalid or illegal.

M.   INDEMNIFICATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		wf	Consistent with the customary scope of a software licensor's indemnification obligations, Rave proposes to harmonize this section with Section 8 Indemnification of its MLSA. Any general indemnification would need to be limited to any third party claim directly arising out of gross negligence or willful misconduct in the performance of the contract by Rave. Also, Rave proposes that its liability obligations be governed by Section 6 LIMITED WARRANTY AND LIMITATIONS of Rave's MLSA. Any carve outs to the Limitation of Liability will need to be limited to Rave's indemnification obligations with respect to any Claims covered under Section 8 INDEMNIFICATION of Rave's MLSA or any liability directly arising out of Rave's gross negligence or willful misconduct in the performance of the contract.

1.   **GENERAL**
   The Contractor agrees to defend, indemnify, and hold harmless the State and its employees, volunteers, agents, and its elected and appointed officials ("the indemnified parties") from and against any and all third party claims, liens, demands, damages, liability, actions, causes of action, losses, judgments, costs, and expenses of every nature, including investigation costs and expenses, settlement costs, and attorney fees and expenses ("the claims"), sustained or asserted against the State for personal injury, death, or property loss or damage, arising out of, resulting from, or attributable to the willful misconduct, negligence, error, or omission of the Contractor, its employees, subcontractors, consultants, representatives, and agents, resulting from this contract, except to the extent such Contractor liability is attenuated by any action of the State which directly and proximately contributed to the claims.

2.   **INTELLECTUAL PROPERTY (Optional)**
   The Contractor agrees it will, at its sole cost and expense, defend, indemnify, and hold harmless the indemnified parties from and against any and all claims, to the extent such claims arise out of, result from, or are attributable to, the actual or alleged infringement or misappropriation of any patent, copyright, trade secret, trademark, or confidential information of any third party by the Contractor or its employees, subcontractors, consultants, representatives, and agents; provided, however, the State gives the Contractor prompt notice in writing of the claim. The Contractor may not settle any infringement claim that will affect the State's use of the Licensed Software without the State's prior written consent, which consent may be withheld for any reason.

   If a judgment or settlement is obtained or reasonably anticipated against the State's use of any intellectual property for which the Contractor has indemnified the State, the Contractor shall, at the Contractor's sole cost and expense, promptly modify the item or items which were determined to be infringing, acquire a license or licenses on the State's behalf to provide the necessary rights to the State to eliminate the infringement, or provide the State with a non-infringing substitute that provides the State the same functionality. At the State's election, the actual or anticipated judgment may be treated as a breach of warranty by the Contractor, and the State may receive the remedies provided under this RFP.

3.   **PERSONNEL**
   The Contractor shall, at its expense, indemnify and hold harmless the indemnified parties from and against any claim with respect to withholding taxes, worker's compensation, employee benefits, or any other claim, demand, liability, damage, or loss of any nature relating to any of the personnel, including subcontractor's and their employees, provided by the Contractor.

4.   **SELF-INSURANCE**
   The State of Nebraska is self-insured for any loss and purchases excess insurance coverage pursuant to Neb. Rev. Stat. § 81-8,239.01 (Reissue 2008). If there is a presumed loss under the provisions of this agreement, Contractor may file a claim with the Office of Risk Management pursuant to Neb. Rev. Stat. §§

81-8,829 – 81-8,306 for review by the State Claims Board. The State retains all rights and immunities under the State Miscellaneous (Section 81-8,294), Tort (Section 81-8,209), and Contract Claim Acts (Section 81-8,302), as outlined in Neb. Rev. Stat. § 81-8,209 et seq. and under any other provisions of law and accepts liability under this agreement to the extent provided by law.

5. The Parties acknowledge that Attorney General for the State of Nebraska is required by statute to represent the legal interests of the State, and that any provision of this indemnity clause is subject to the statutory authority of the Attorney General.

N. ATTORNEY'S FEES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

In the event of any litigation, appeal, or other legal action to enforce any provision of the contract, the Parties agree to pay all expenses of such action, as permitted by law and if ordered by the court, including attorney's fees and costs, if the other Party prevails.

O. ASSIGNMENT, SALE, OR MERGER

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		w/p	Rave requests that Section 9.5 Assignment be incorporated into the final contract.

Either Party may assign the contract upon mutual written agreement of the other Party. Such agreement shall not be unreasonably withheld.

The Contractor retains the right to enter into a sale, merger, acquisition, internal reorganization, or similar transaction involving Contractor's business. Contractor agrees to cooperate with the State in executing amendments to the contract to allow for the transaction. If a third party or entity is involved in the transaction, the Contractor will remain responsible for performance of the contract until such time as the person or entity involved in the transaction agrees in writing to be contractually bound by this contract and perform all obligations of the contract.

P. CONTRACTING WITH OTHER NEBRASKA POLITICAL SUB-DIVISIONS OF THE STATE OR ANOTHER STATE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
wP			

The Contractor may, but shall not be required to, allow agencies, as defined in Neb. Rev. Stat. §81-145, to use this contract. The terms and conditions, including price, of the contract may not be amended. The State shall not be contractually obligated or liable for any contract entered into pursuant to this clause. A listing of Nebraska political subdivisions may be found at the website of the Nebraska Auditor of Public Accounts.

The Contractor may, but shall not be required to, allow other states, agencies or divisions of other states, or political subdivisions of other states to use this contract. The terms and conditions, including price, of this contract shall apply to any such contract, but may be amended upon mutual consent of the Parties. The State of Nebraska shall not be contractually or otherwise obligated or liable under any contract entered into pursuant to this clause. The State shall be notified if a contract is executed based upon this contract.

Q.   FORCE MAJEURE

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
W℗			

Neither Party shall be liable for any costs or damages, or for default resulting from its inability to perform any of its obligations under the contract due to a natural or manmade event outside the control and not the fault of the affected Party ("Force Majeure Event"). The Party so affected shall immediately make a written request for relief to the other Party, and shall have the burden of proof to justify the request. The other Party may grant the relief requested; relief may not be unreasonably withheld. Labor disputes with the impacted Party's own employees will not be considered a Force Majeure Event.

R.   CONFIDENTIALITY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		W℗	Rave proposes to harmonize this provision with Section 7 CONFIDENTIALITY of Rave's MLSA.

All materials and information provided by the Parties or acquired by a Party on behalf of the other Party shall be regarded as confidential information. All materials and information provided or acquired shall be handled in accordance with federal and state law, and ethical standards. Should said confidentiality be breached by a Party, the Party shall notify the other Party immediately of said breach and take immediate corrective action.

It is incumbent upon the Parties to inform their officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable by 5 U.S.C. 552a (m)(1), provides that any officer or employee, who by virtue of his/her employment or official position has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.

S.   EARLY TERMINATION

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		W℗	Upon execution of an agreement, Rave must ensure that the appropriate infrastructure is in place required to support the State for the duration of the agreement and thus invests in the infrastructure that way. Rave respectfully requests to remove termination for convenience.

The contract may be terminated as follows:

1.   The State and the Contractor, by mutual written agreement, may terminate the contract at any time.

2.   The State, in its sole discretion, may terminate the contract for any reason upon thirty (30) calendar day's written notice to the Contractor. Such termination shall not relieve the Contractor of warranty or other service obligations incurred under the terms of the contract. In the event of termination the Contractor

shall be entitled to payment, determined on a pro rata basis, for products or services satisfactorily performed or provided.

3. The State may terminate the contract immediately for the following reasons:

   a. if directed to do so by statute;
   b. Contractor has made an assignment for the benefit of creditors, has admitted in writing its inability to pay debts as they mature, or has ceased operating in the normal course of business;
   c. a trustee or receiver of the Contractor or of any substantial part of the Contractor's assets has been appointed by a court;
   d. fraud, misappropriation, embezzlement, malfeasance, misfeasance, or illegal conduct pertaining to performance under the contract by its Contractor, its employees, officers, directors, or shareholders;
   e. an involuntary proceeding has been commenced by any Party against the Contractor under any one of the chapters of Title 11 of the United States Code and (i) the proceeding has been pending for at least sixty (60) calendar days; or (ii) the Contractor has consented, either expressly or by operation of law, to the entry of an order for relief; or (iii) the Contractor has been decreed or adjudged a debtor;
   f. a voluntary petition has been filed by the Contractor under any of the chapters of Title 11 of the United States Code;
   g. Contractor intentionally discloses confidential information;
   h. Contractor has or announces it will discontinue support of the deliverable; and,
   i. In the event funding is no longer available.

T. CONTRACT CLOSEOUT

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		WP	Rave does not grant intellectual property rights in the deliverables or licensed services (or any customizations thereto) to any licensee.

Upon contract closeout for any reason the Contractor shall within 30 days, unless stated otherwise herein:

1. Transfer all completed or partially completed deliverables to the State;
2. Transfer ownership and title to all completed or partially completed deliverables to the State;
3. Return to the State all information and data, unless the Contractor is permitted to keep the information or data by contract or rule of law. Contractor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Contractor's routine back up procedures;
4. Cooperate with any successor Contactor, person or entity in the assumption of any or all of the obligations of this contract;
5. Cooperate with any successor Contactor, person or entity with the transfer of information or data related to this contract;
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this Section should be construed to require the Contractor to surrender intellectual property, real or personal property, or information or data owned by the Contractor for which the State has no legal claim.

III. CONTRACTOR DUTIES

A.   INDEPENDENT CONTRACTOR / OBLIGATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

It is agreed that the Contractor is an independent contractor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Contractor is solely responsible for fulfilling the contract. The Contractor or the Contractor's representative shall be the sole point of contact regarding all contractual matters.

The Contractor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Contractor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the Contractor's proposal shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Contractor to the contract shall be employees of the Contractor or a subcontractor, and shall be fully qualified to perform the work required herein. Personnel employed by the Contractor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Contractor or the subcontractor respectively.

With respect to its employees, the Contractor agrees to be solely responsible for the following:

1.   Any and all pay, benefits, and employment taxes and/or other payroll withholding;
2.   Any and all vehicles used by the Contractor's employees, including all insurance required by state law;
3.   Damages incurred by Contractor's employees within the scope of their duties under the contract;
4.   Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law;
5.   Determining the hours to be worked and the duties to be performed by the Contractor's employees; and,
6.   All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Contractor, its officers, agents, or subcontractors or subcontractor's employees)

If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the contractor's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State.

The State reserves the right to require the Contractor to reassign or remove from the project any Contractor or subcontractor employee.

Contractor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Contractor shall include a similar provision, for the protection of the State, in the contract with any subcontractor engaged to perform work on this contract.

B. EMPLOYEE WORK ELIGIBILITY STATUS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WS			

The Contractor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of an employee.

If the Contractor is an individual or sole proprietorship, the following applies:

1. The Contractor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at http://das.nebraska.gov/materiel/purchasing.html

2. The completed United States Attestation Form should be submitted with the RFP response.

3. If the Contractor indicates on such attestation form that he or she is a qualified alien, the Contractor agrees to provide the US Citizenship and Immigration Services documentation required to verify the Contractor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.

4. The Contractor understands and agrees that lawful presence in the United States is required and the Contractor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. §4-108.

C. COMPLIANCE WITH CIVIL RIGHTS LAWS AND EQUAL OPPORTUNITY EMPLOYMENT / NONDISCRIMINATION (Statutory)

The Contractor shall comply with all applicable local, state, and federal statutes and regulations regarding civil rights laws and equal opportunity employment. The Nebraska Fair Employment Practice Act prohibits Contractors of the State of Nebraska, and their subcontractors, from discriminating against any employee or applicant for employment, with respect to hire, tenure, terms, conditions, compensation, or privileges of employment because of race, color, religion, sex, disability, marital status, or national origin (Neb. Rev. Stat. §48-1101 to 48-1125). The Contractor guarantees compliance with the Nebraska Fair Employment Practice Act, and breach of this provision shall be regarded as a material breach of contract. The Contractor shall insert a similar provision in all Subcontracts for goods and services to be covered by any contract resulting from this RFP.

D. COOPERATION WITH OTHER CONTRACTORS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

Contractor may be required to work with or in close proximity to other contractors or individuals that may be working on same or different projects. The Contractor shall agree to cooperate with such other contractors or individuals, and shall not commit or permit any act which may interfere with the performance of work by any other contractor or individual. Contractor is not required to compromise Contractor's intellectual property or proprietary information unless expressly required to do so by this contract.

E. DISCOUNTS

Prices quoted shall be inclusive of ALL trade discounts. Cash discount terms of less than thirty (30) days will not be considered as part of the proposal. Cash discount periods will be computed from the date of receipt of a properly

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executed claim voucher or the date of completion of delivery of all items in a satisfactory condition, whichever is later.

F. PRICES

Prices quoted shall be net, including transportation and delivery charges fully prepaid by the contractor, F.O.B. destination named in the RFP. No additional charges will be allowed for packing, packages, or partial delivery costs. When an arithmetic error has been made in the extended total, the unit price will govern.

All prices, costs, and terms and conditions submitted in the proposal shall remain fixed and valid commencing on the opening date of the proposal until an award is made or the RFP is cancelled.

Cost submitted for Year One, Year Two and Year Three of the initial period are firm for the entire contract period each year and cannot increase. Price escalation of no more than 3% may be allowed for each renewal period.

Any request for an increase must be submitted in writing to the State Purchasing Bureau a minimum of 30 days prior to contract renewal date, and must show cause and be accompanied by supporting documentation. Failure to supply any requested supporting documentation may be ground to reject the requested increase and cancel the contract. The State further reserves the right to reject any proposed price increase(s), cancel the contract and re-bid if determined to be in the best interest of the State. The State will be given full proportionate benefit of any decrease for the term of the contract. No price increases are to be billed to the State without prior written approval by the State Purchasing Bureau.

The State reserves the right to deny any requested price increase. No price increases are to be billed to any State Agencies prior to written amendment of the contract by the parties.

The State will be given full proportionate benefit of any decreases for the term of the contract.

G. PERMITS, REGULATIONS, LAWS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
W			

The contract price shall include the cost of all royalties, licenses, permits, and approvals, whether arising from patents, trademarks, copyrights or otherwise, that are in any way involved in the contract. The Contractor shall obtain and pay for all royalties, licenses, and permits, and approvals necessary for the execution of the contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, software, and other items used to execute this contract.

H. OWNERSHIP OF INFORMATION AND DATA / DELIVERABLES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		W	Rave does not grant intellectual property rights in the deliverables or licensed services (or any customizations thereto) to any licensee.

The State shall have the unlimited right to publish, duplicate, use, and disclose all information and data developed or obtained by the Contractor on behalf of the State pursuant to this contract.

The State shall own and hold exclusive title to any deliverable developed as a result of this contract. Contractor shall have no ownership interest or title, and shall not patent, license, or copyright, duplicate, transfer, sell, or exchange, the design, specifications, concept, or deliverable.

I.   INSURANCE REQUIREMENTS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		WP	A copy of Rave's proof of coverage is provided within this RFP response. These represent the industry standard for the services provided under the scope of this RFP. Rave will list the State as additionally insured for coverages, with the exception of the worker's compensation and automobile policies.

The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying the coverage.   The Contractor shall not commence work on the contract until the insurance is in place. If Contractor subcontracts any portion of the Contract the Contractor must, throughout the term of the contract, either:

1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;
2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified that each subcontractor has the required coverage; or,
3. Provide the State with copies of each subcontractor's Certificate of Insurance evidencing the required coverage.

The Contractor shall not allow any subcontractor to commence work until the subcontractor has equivalent insurance. The failure of the State to require a COI, or the failure of the Contractor to provide a COI or require subcontractor insurance shall not limit, relieve, or decrease the liability of the Contractor hereunder.

In the event that any policy written on a claims-made basis terminates or is canceled during the term of the contract or within one (1) years of termination or expiration of the contract, the contractor shall obtain an extended discovery or reporting period, or a new insurance policy, providing coverage required by this contract for the term of the contract and one (1) years following termination or expiration of the contract.

If by the terms of any insurance a mandatory deductible is required, or if the Contractor elects to increase the mandatory deductible amount, the Contractor shall be responsible for payment of the amount of the deductible in the event of a paid claim.

Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein.

1. **WORKERS' COMPENSATION INSURANCE**
    The Contractor shall take out and maintain during the life of this contract the statutory Workers' Compensation and Employer's Liability Insurance for all of the contactors' employees to be engaged in work on the project under this contract and, in case any such work is sublet, the Contractor shall require the subcontractor similarly to provide Worker's Compensation and Employer's Liability Insurance for all of the subcontractor's employees to be engaged in such work. This policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including Occupational Disease. **The policy shall include a waiver of subrogation in favor of the State. The COI shall contain the mandatory COI subrogation waiver language found hereinafter.** The amounts of such insurance shall not be less than the limits stated hereinafter. For employees working in the State of Nebraska, the policy must be written by an entity authorized by the State of Nebraska Department of Insurance to write Workers' Compensation and Employer's Liability Insurance for Nebraska employees.

2. **COMMERCIAL GENERAL LIABILITY INSURANCE AND COMMERCIAL AUTOMOBILE LIABILITY INSURANCE**
    The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance and Commercial Automobile Liability Insurance as shall protect Contractor and any subcontractor performing work covered by this contract from claims for damages for bodily injury, including death, as well as from claims for property damage, which may arise from operations under this contract, whether such operation be by the Contractor or by any subcontractor or by anyone directly or indirectly

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employed by either of them, and the amounts of such insurance shall not be less than limits stated hereinafter.

The Commercial General Liability Insurance shall be written on an **occurrence basis**, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal Injury, and Contractual Liability coverage. **The policy shall include the State, and others as required by the contract documents, as Additional Insured(s). This policy shall be primary, and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory. The COI shall contain the mandatory COI liability waiver language found hereinafter.** The Commercial Automobile Liability Insurance shall be written to cover all Owned, Non-owned, and Hired vehicles.

REQUIRED INSURANCE COVERAGE	
COMMERCIAL GENERAL LIABILITY	
General Aggregate	$2,000,000
Products/Completed Operations Aggregate	$2,000,000
Personal/Advertising Injury	$1,000,000 per occurrence
Bodily Injury/Property Damage	$1,000,000 per occurrence
Medical Payments	$10,000 any one person
Damage to Rented Premises (Fire)	$300,000 each occurrence
Contractual	Included
XCU Liability (Explosion, Collapse, and Underground Damage)	Included
Independent Contractors	Included
If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.	
WORKER'S COMPENSATION	
Employers Liability Limits	$500K/$500K/$500K
Statutory Limits- All States	Statutory - State of Nebraska
USL&H Endorsement	Statutory
Voluntary Compensation	Statutory
COMMERCIAL AUTOMOBILE LIABILITY	
Bodily Injury/Property Damage	$1,000,000 combined single limit
Include All Owned, Hired & Non-Owned Automobile liability	Included
Motor Carrier Act Endorsement	Where Applicable
UMBRELLA/EXCESS LIABILITY	
Over Primary Insurance	$5,000,000 per occurrence
PROFESSIONAL LIABILITY	
Qualification Under Nebraska Excess Fund	
All Other Professional Liability (Errors & Omissions)	$1,000,000 Per Claim / Aggregate
COMMERCIAL CRIME	
Crime/Employee Dishonesty Including 3rd Party Fidelity	$1,000,000
CYBER LIABILITY	
Breach of Privacy, Security Breach, Denial of Service, Remediation, Fines and Penalties	$10,000,000
CONTRACTOR'S POLLUTION LIABILITY	
Each Occurrence/Aggregate Limit	$2,000,000
Includes Non-Owned Disposal Sites	
MANDATORY COI SUBROGATION WAIVER LANGUAGE	
"Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska."	
MANDATORY COI LIABILITY WAIVER LANGUAGE	
"Commercial General Liability & Commercial Automobile Liability policies shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self-insurance carried by the State shall be considered secondary and non-contributory as additionally insured."	

3. **EVIDENCE OF COVERAGE**

The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above requirements prior to beginning work at:

Agency: OCIO Purchasing
Attn: Contract Manager
501 South 14th Street
Lincoln, NE 68509

These certificates or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of coverage afforded. If the State is damaged by the failure of the Contractor to maintain such insurance, then the Contractor shall be responsible for all reasonable costs properly attributable thereto.

Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure no break in coverage.

4. **DEVIATIONS**

The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers' Compensation, and the type of automobile coverage carried by the Contractor.

J. NOTICE OF POTENTIAL CONTRACTOR BREACH

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

If Contractor breaches the contract or anticipates breaching the contract the Contractor shall immediately give written notice to the State. The notice shall explain the breach or potential breach, and may include a request for a waiver of the breach if so desired. The State may, at its discretion, temporarily or permanently waive the breach. By granting a temporary waiver, the State does not forfeit any rights or remedies to which the State is entitled by law or equity, or pursuant to the provisions of the contract. Failure to give immediate notice, however, may be grounds for denial of any request for a waiver of a breach.

K. ANTITRUST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
WP			

The Contractor hereby assigns to the State any and all claims for overcharges as to goods and/or services provided in connection with this contract resulting from antitrust violations which arise under antitrust laws of the United States and the antitrust laws of the State.

L. CONFLICT OF INTEREST

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

wp			

By submitting a proposal, bidder certifies that no relationship exists between the bidder and any person or entity which either is, or gives the appearance of, a conflict of interest related to this Request for Proposal or project.

Bidder further certifies that bidder will not employ any individual known by bidder to have a conflict of interest nor shall bidder take any action or acquire any interest, either directly or indirectly, which will conflict in any manner or degree with the performance of its contractual obligations hereunder or which creates an actual or appearance of conflict of interest.

If there is an actual or perceived conflict of interest, bidder shall provide with its proposal a full disclosure of the facts describing such actual or perceived conflict of interest and a proposed mitigation plan for consideration. The State will then consider such disclosure and proposed mitigation plan and either approve or reject as part of the overall bid evaluation.

M.   STATE PROPERTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		wp	Rave's system is a web hosted, managed and maintained software as a service. The State is responsible for supplying and maintaining, at its own expense, the required hardware and supplies to run the related product(s).

The Contractor shall be responsible for the proper care and custody of any State-owned property which is furnished for the Contractor's use during the performance of the contract. The Contractor shall reimburse the State for any loss or damage of such property; normal wear and tear is expected.

N.   SITE RULES AND REGULATIONS

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
wp			

The Contractor shall use its best efforts to ensure that its employees, agents, and subcontractors comply with site rules and regulations while on State premises. If the Contractor must perform on-site work outside of the daily operational hours set forth by the State, it must make arrangements with the State to ensure access to the facility and the equipment has been arranged. No additional payment will be made by the State on the basis of lack of access, unless the State fails to provide access as agreed to in writing between the State and the Contractor.

O.   ADVERTISING

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
wp			

The Contractor agrees not to refer to the contract award in advertising in such a manner as to state or imply that the company or its goods or services are endorsed or preferred by the State. Any publicity releases pertaining to the project shall not be issued without prior written approval from the State.

P.   **NEBRASKA TECHNOLOGY ACCESS STANDARDS (Statutory)**
Contractor shall review the Nebraska Technology Access Standards, found at http://nitc.nebraska.gov/standards/2-201.html and ensure that products and/or services provided under the contract are in compliance or will comply with the applicable standards to the greatest degree possible. In the event such standards change during the Contractor's performance, the State may create an amendment to the contract to request the contract comply with the changed standard at a cost mutually acceptable to the parties.

Q. DISASTER RECOVERY/BACK UP PLAN

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		Wp	Due to confidentiality, Rave cannot share its full Disaster Recovery Plan. Rave will provide a summary of the its Disaster Recovery Plan.

The Contractor shall have a disaster recovery and back-up plan, of which a copy should be provided upon request to the State, which includes, but is not limited to equipment, personnel, facilities, and transportation, in order to continue delivery of goods and services as specified under the specifications in the contract in the event of a disaster.

R. DRUG POLICY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
Wp			

Contractor certifies it maintains a drug free work place environment to ensure worker safety and workplace integrity. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request by the State.

S. WARRANTY

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		Wp	Rave proposes that its warranty obligations be governed by Section 6.1 Limited Warranty of the MLSA and the Service Level Policy (SLP) attached as Appendix 1 to the MLSA.

Despite any clause to the contrary, the Contractor represents and warrants that its services hereunder shall be performed by competent personnel and shall be of professional quality consistent with generally accepted industry standards for the performance of such services and shall comply in all respects with the requirements of this Agreement. For any breach of this warranty, the Contractor shall, for a period of ninety (90) days from performance of the service, perform the services again, at no cost to Customer, or if Contractor is unable to perform the services as warranted, Contractor shall reimburse Customer the fees paid to Contractor for the unsatisfactory services. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

IV. PAYMENT

A. PROHIBITION AGAINST ADVANCE PAYMENT (Statutory)

Neb. Rev. Stat. §§81-2403 states, "[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency."

B. TAXES (Statutory)

The State is not required to pay taxes and assumes no such liability as a result of this RFP. The Contractor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Contractor's equipment which may be installed in a state-owned facility is the responsibility of the Contractor

C. INVOICES

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
Wfp			.

Invoices for payments must be submitted by the Contractor to the agency requesting the services with sufficient detail to support payment. Submit monthly invoices to: ocio.procurement@nebraska.gov. The terms and conditions included in the Contractor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract.

D. INSPECTION AND APPROVAL

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		WP	Rave's product is an off-the-shelf (i.e. not customized solution) and is not subject to an inspection process. Due to security, access to facilities is prohibited. Any testing of systems to be performed by Rave's third parties, and Rave will provide applicable reports to the State.

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any premises where the Contractor or subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

E. PAYMENT (Statutory)

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:

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Payment will be made by the responsible agency in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2403). The State may require the Contractor to accept payment by electronic means such as ACH deposit. In no event shall the State be responsible or liable to pay for any goods and services provided by the Contractor prior to the Effective Date of the contract, and the Contractor hereby waives any claim or cause of action for any such services.

F.   **LATE PAYMENT (Statutory)**
The Contractor may charge the responsible agency interest for late payment in compliance with the State of Nebraska Prompt Payment Act (See Neb. Rev. Stat. §81-2401 through 81-2408).

G.   **SUBJECT TO FUNDING / FUNDING OUT CLAUSE FOR LOSS OF APPROPRIATIONS (Statutory)**
The State's obligation to pay amounts due on the Contract for a fiscal years following the current fiscal year is contingent upon legislative appropriation of funds. Should said funds not be appropriated, the State may terminate the contract with respect to those payments for the fiscal year(s) for which such funds are not appropriated. The State will give the Contractor written notice thirty (30) calendar days prior to the effective date of termination. All obligations of the State to make payments after the termination date will cease. The Contractor shall be entitled to receive just and equitable compensation for any authorized work which has been satisfactorily completed as of the termination date. In no event shall the Contractor be paid for a loss of anticipated profit.

H.   **RIGHT TO AUDIT (First Paragraph is Statutory)**
The State shall have the right to audit the Contractor's performance of this contract upon a thirty (30) days' written notice. Contractor shall utilize generally accepted accounting principles, and shall maintain the accounting records, and other records and information relevant to the contract (Information) to enable the State to audit the contract. (Neb. Rev. Stat. §84-304 et seq.) The State may audit and the Contractor shall maintain, the Information during the term of the contract and for a period of five (5) years after the completion of this contract or until all issues or litigation are resolved, whichever is later. The Contractor shall make the Information available to the State at Contractor's place of business or a location acceptable to both Parties during normal business hours. If this is not practical or the Contractor so elects, the Contractor may provide electronic or paper copies of the Information. The State reserves the right to examine, make copies of, and take notes on any Information relevant to this contract, regardless of the form or the Information, how it is stored, or who possesses the Information. Under no circumstance will the Contractor be required to create or maintain documents not kept in the ordinary course of contractor's business operations, nor will contractor be required to disclose any information, including but not limited to product cost data, which is confidential or proprietary to contractor.

Accept (Initial)	Reject (Initial)	Reject & Provide Alternative within RFP Response (Initial)	NOTES/COMMENTS:
		wp	Due to confidentiality, any access to documents will be restricted to only those that directly pertain to the agreement between the State and Rave.

The Parties shall pay their own costs of the audit unless the audit finds a previously undisclosed overpayment by the State. If a previously undisclosed overpayment exceeds one percent (1%) of the total contract billings, or if fraud, material misrepresentations, or non-performance is discovered on the part of the Contractor, the Contractor shall reimburse the State for the total costs of the audit. Overpayments and audit costs owed to the State shall be paid within ninety (90) days of written notice of the claim. The Contractor agrees to correct any material weaknesses or condition found as a result of the audit.

6. Dun and Bradstreet Credit Report

CreditBuilder™

Summary

Report as of: 01-30-2019

RAVE WIRELESS, INC.

Tradestyle(s):   RAVE MOBILE SAFETY

`ACTIVE` `GLOBAL ULTIMATE`

Address: 492 Old Connecticut Path Ste 2, Framingham, MA, 01701, UNITED STATES
Alerts:

PAYDEX® Score	**Delinquency Predictor Percentile**	**Financial Stress Percentile**	**D&B Viability Rating**
79	94	77	2 1 B G

Company Profile ❯

D-U-N-S
78-438-0144

Mailing Address
United States

Employees
125*

Legal Form
Corporation (US)

Telephone
(508) 848-2484

Age (Year Started)
14 years (2004)

Date Incorporated
November 12, 2004

Website
www.ravewireless.com

Named Principal
Todd Piett, CEO

State of Incorporation
Delaware

Line of Business
Custom computer programing

Ownership
Not publicly traded

Risk Assessment ❯

PAYDEX® Score

`79`

Low Risk (100)

High Risk (0)

Days Beyond Terms: 2

Past 24 Months

Low

High

Delinquency Predictor Percentile

94

Low Risk (100)   High Risk (1)

Company's risk level is: LOW

Probability of delinquency over the next 12 months: **1.25%**

Financial Stress Percentile

77

Low Risk (100)   High Risk (1)

Company's risk level is: LOW-MODERATE

Probability of failure over the next 12 months: **0.1%**

Supplier Evaluation Risk Rating

1

Low Risk (1)   High Risk (9)

Company's risk level is: LOW   **Past 12 Months**

Low risk of supplier experiencing severe financial stress over the next 12 months

High

Low

D&B Rating

Current Rating as of 10-28-2016		Previous Rating	
Employee Size	**Risk Indicator**	**Employee Size**	**Risk Indicator**
1R :	**3** :	**1R** :	**2** : Low Risk
10 employees and over	Moderate Risk	10 employees and over	

D&B Viability Rating

Portfolio Comparison Score

1

Low Risk (1)   High Risk (9)

Company's risk level is: LOW

Probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months: **2%**

D&B Guidance

Overall Business Risk

LOW	LOW-MODERATE	MODERATE	MODERATE-HIGH	HIGH

Maximum Credit Recommendation

US$ 338,000

The recommended limit is based on a low probability of severe delinquency.

Dun & Bradstreet Thinks...

- Overall assessment of this company: **VERY STABLE CONDITION**
- Based on the perceived sustainability of this company: **HIGH LIKELIHOOD OF CONTINUED OPERATIONS**
- Based on the payment behavior of this company: **VERY-LOW-POTENTIAL-FOR-SEVERELY-DELINQUENT-PAYMENTS**

Legal Events ❯

Events	Occurrences	Last Filed
Bankruptcies	0	-
Judgments	0	-
Liens	0	-
Suits	0	-
UCC	10	06-29-2018

Trade Payments ❯

Highest Past Due

US$ 0

Highest Now Owing	Total Trade Experiences	Largest High Credit	Average High Credit
US$ 500	**24**	**US$ 100,000**	**US$ 12,270**

Ownership ❯

This company is a **Headquarter**.

RAVE WIRELESS, INC.
UNITED STATES
D-U-N-S Number 78-438-0144

Total Members in Family Tree - 2

Subsidiaries	Branches
1	0

Peers ❯

Financial Overview

This company has not provided financial statements to D&B.

Inquiries

>

12 Month Summary

Total number of Inquiries	Unique Customers
88	**0**

Risk Assessment

PAYDEX® Score

Based on 24 months of data

79		Risk of Slow Pay	Payment Behavior
		Low	**2** Days Beyond Terms

Low Risk (100)   High Risk (1)

Based on a D&B PAYDEX® Score of 79

Business and Industry Trends
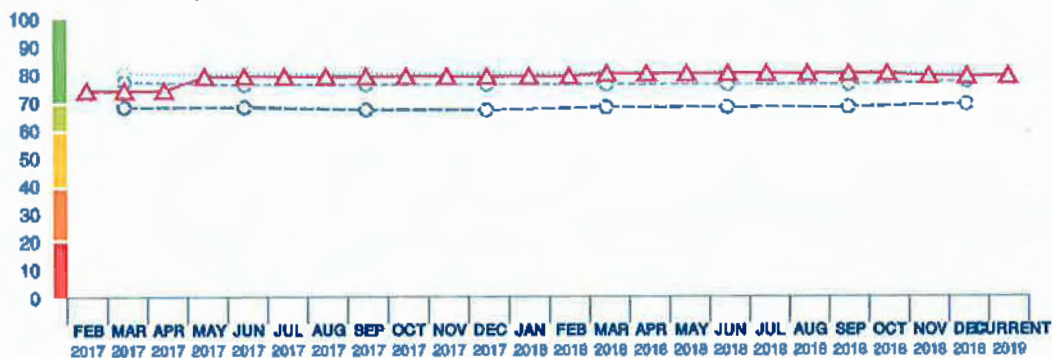
PAYDEX® Score	—△—	Industry Median Risk	-○-
Industry Upper Risk	-◇-	Industry Lower Risk	-○-

Understand My Score

Payment History

Total Last 24 Months: 24   View All

Date of Experience	Payment Status	Selling Terms	High Credit (US$)	Now Owes (US$)	Past Due (US$)	Months Since Last Sale
12/18	-	Cash account	50	0	0	1

12/16	-	Cash account	50	-	-	1
12/18	-	Cash account	500	-	-	Between 2 and 3 Months
12/18	Pays Slow 30-60+	Lease Agreemnt	1,000	0	0	Between 6 and 12 Months
12/18	Pays Slow 15+	-	1,000	0	0	Between 2 and 3 Months

Keys

PAYDEX®	Payment Practices
100	Anticipate
90	Discount
80	Prompt
70	15 Days Beyond Terms
60	22 Days Beyond Terms
50	30 Days Beyond Terms
40	60 Days Beyond Terms
30	90 Days Beyond Terms
20	120 Days Beyond Terms
1-19	Over 120 Days Beyond Terms
UN	Unavailable

Delinquency Predictor Score

94

Low Risk (100)　　　　　　　　High Risk (1)

Based on a D&B Delinquency Predictor Percentile of 94

Score	Class
593	**1**

Factors Affecting Your Score:
- Higher risk industry based on delinquency rates for this industry

Level of risk	Probabilty of Delinquency	Compared to Businesses in D&B Database
Low	**1.25%**	**10.2%**

Financial Stress Score

77

Low Risk (100)　　　　　　　　High Risk (1)

Based on a D&B Financial Stress Percentile of 77

Score	Class
1527	**2**

Factors Affecting Your Score:

- Composite credit appraisal is rated fair
- UCC Filings reported
- Low proportion of satisfactory payment experiences to total payment experiences

Level of risk	Probability of Failure	Average Probability of Failure for Businesses in D&B Database
Low-Moderate	0.1%	0.48%

Supplier Evaluation Risk Rating

Based on 24 months of data

```
1
```

Low Risk (1)   High Risk (9)

Factors Affecting Your Score:

- Proportion of past due balances to total amount owing
- Proportion of slow payment experiences to total number of payment experiences reported

Business and Industry Trends

| | FEB 2018 | MAR 2018 | APR 2018 | MAY 2018 | JUN 2018 | JUL 2018 | AUG 2018 | SEP 2018 | OCT 2018 | NOV 2018 | DEC 2018 | CURRENT 2019 |
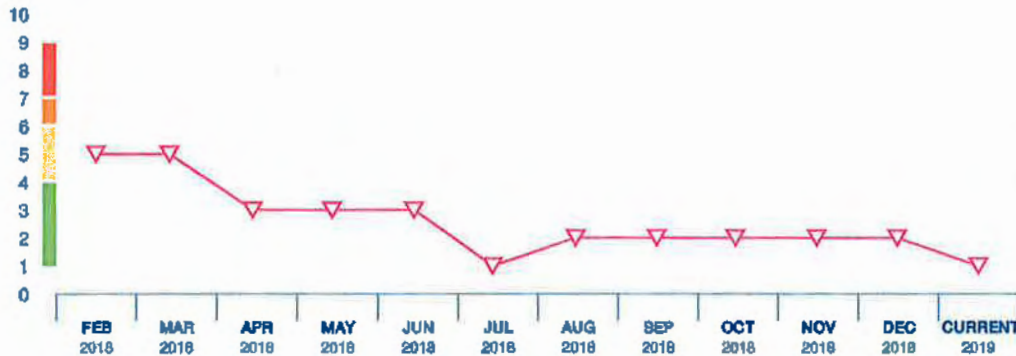
Supplier Evaluation Sc...

Maximum Credit Recommendation

Overall Business Risk

LOW	LOW-MODERATE	MODERATE	MODERATE-HIGH	HIGH

Maximum Credit Recommendation

US$ 338,000

The recommended limit is based on a low probability of severe delinquency.

Dun & Bradstreet Thinks...

- Overall assessment of this company: **VERY STABLE CONDITION**
- Based on the perceived sustainability of this company: **HIGH LIKELIHOOD OF CONTINUED OPERATIONS**
- Based on the payment behavior of this company: **VERY-LOW-POTENTIAL-FOR-SEVERELY-DELINQUENT-PAYMENTS**

D&B Rating

Current Rating as of 10-28-2016

Previous Rating

Employee Size	Risk Indicator	Employee Size	Risk Indicator
1R :	**3** :	**1R** :	**2** : Low Risk
10 employees and over	Moderate Risk	10 employees and over	

D&B Viability Rating

Portfolio Comparison Score

1

Low Risk (1) High Risk (9)

Level of risk
Low

Rating Confidence Level
Robust Predictions

Probability of becoming no longer viable	Percentage of businesses ranked with this score	Average probability of becoming no longer viable
2%	**11%**	**5%**

Viability Score

2

Low Risk(1) High Risk (9)

Level of risk
Low

Probability of becoming no longer viable	Percentage of businesses ranked with this score
2%	**14%**

Average probability of becoming no longer viable
4%

Data Depth Indicator

B

Predictive (A) Descriptive (G)

- Rich Firmographics
- Extensive Commercial Trading Activity
- Basic Financial Attributes

Company Profile

	Financial Data	Trade Payments	Company Size	Years in Business
G	Not Available	Available	Large	Established

Compared to ALL US Businesses within the D&B Database:
- Financial Data : Not Available
- Trade Payments : Available: 3+Trade
- Company Size : Large: Employees:50+ or Sales: $500K+
- Years in Business : Established: 5+

Trade Payments

Trade Payments Summary

Overall Payment Behavior

2

Days Beyond Terms

% of Trade Within Terms

87%

Highest Past Due

US$ 0

Highest Now Owing:
US$ 500

Total Trade Experiences:
24

Largest High Credit:
US$ 100,000

Average High Credit:
US$ 12,270

Total Unfavorable Comments :
0

Largest High Credit:
US$ 0

Total Placed in Collections:
0

Largest High Credit:
US$ 0

Trade Payments By Credit Extended

Dispute Payments

Range of Credit Extended (US$)	Number of Payment Experiences	% Within Terms
100,000 -	1	100
50,000 - 99,999	0	0
15,000 - 49,999	1	100
5,000 - 14,999	0	0
1,000 - 4,999	4	64
- 999	6	100

Trade Payments By Industry

Industry Category ▲	Number of Payment Experiences	Largest High Credit (US$)	% Within Terms (Expand to View)
▼ 27 - Printing, Publishing and Allied Industries	1	250	
2741 - Misc publishing	1	250	100
▼ 48 - Communications	3	2,500	
4812 - Radiotelephone commun	1	1,000	0
4813 - Telephone communictns	2	2,500	100
▼ 51 - Wholesale Trade - Nondurable Goods	1	250	
5113 - Whol service paper	1	250	100
▼ 61 - Nondepository Credit Institutions	5	100,000	
6159 - Misc business credit	5	100,000	100
▼ 96 - Administration of Economic Programs	1	250	

9661 - Reg misc coml sector	1	250	100
▼ 99 - Nonclassifiable Establishments	1	40,000	
9999 - Nonclassified	1	40,000	100

Trade Lines

Date of Experience ▼	Payment Status	Selling Terms	High Credit (US$)	Now Owes (US$)	Past Due (US$)	Months Since Last Sale
12/18	-	Cash account	50	0	0	1
12/18	-	Cash account	50	-	-	1
12/18	-	Cash account	500	-	-	Between 2 and 3 Months
12/18	Pays Slow 30-60+	Lease Agreemnt	1,000	0	0	Between 6 and 12 Months
12/18	Pays Slow 15+	-	1,000	0	0	Between 2 and 3 Months
12/18	Pays Promptly	Lease Agreemnt	250	0	0	Between 6 and 12 Months
12/18	Pays Promptly	-	250	0	0	Between 4 and 5 Months
12/18	Pays Promptly	Lease Agreemnt	250	250	0	1
12/18	Pays Promptly	-	250	0	0	Between 6 and 12 Months
12/18	Pays Promptly	Lease Agreemnt	500	500	0	1
12/18	Pays Promptly	-	1,000	500	0	1
12/18	Pays Promptly	-	40,000	0	0	Between 4 and 5 Months
10/18	-	-	50	-	-	1
09/18	-	Cash account	100	-	-	Between 6 and 12 Months
08/18	satisfactory	-	250	-	-	1
06/18	-	Cash account	50	-	-	1
05/18	-	Cash account	50	-	-	Between 2 and 3 Months
05/18	-	Cash account	50	-	-	1
04/18	-	Cash account	50	-	-	1
04/18	-	Cash account	100	-	-	1
04/18	-	Cash account	100	-	-	1

03/18	Pays Promptly	-	100,000	0	0	Between 6 and 12 Months
10/17	-	Cash account	50	-	-	1
06/17	Pays Promptly	-	2,500	0	0	Between 6 and 12 Months

Legal Events

> The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Judgments	Liens	Suits	UCC Filings
0	**0**	**0**	**10**
Latest Filing: -	Latest Filing: -	Latest Filing: -	Latest Filing: 06-29-2018

Events

UCC Filing - Termination   Dispute UCC Filing

Filing Date	06-29-2018
Filing Number	2018 4451767
Received Date	08-13-2018
Original Filing Date	04-15-2016
Original Filing Number	2016 2251005
Secured Party	SILICON VALLEY BANK, SANTA CLARA, CA
Debtors	RAVE WIRELESS, INC.
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Termination

Filing Date	06-29-2018
Filing Number	2018 4451619
Received Date	08-13-2018
Original Filing Date	12-09-2010
Original Filing Number	2010 4337782
Secured Party	SILICON VALLEY BANK, SANTA CLARA, CA
Debtors	RAVE WIRELESS, INC.

Filing Office   SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date   06-27-2018

Filing Number   2018 4393704

Received Date   07-20-2018

Collateral   All Assets and proceeds - All Inventory and proceeds - All
                                                    Account(s) and proceeds - All Contract rights and proceeds - and
                                                    OTHERS

Secured Party   PNC BANK, NATIONAL ASSOCIATION, AS AGENT,
                                                    PITTSBURGH, PA

Debtors   RAVE WIRELESS, INC.

Filing Office   SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date   06-27-2018

Filing Number   2018 4393696

Received Date   07-20-2018

Collateral   All Assets and proceeds - All Inventory and proceeds - All
                                                    Account(s) and proceeds - All Contract rights and proceeds - and
                                                    OTHERS

Secured Party   PNC BANK, NATIONAL ASSOCIATION, AS AGENT,
                                                    PITTSBURGH, PA

Debtors   RAVE INTERMEDIATE HOLDINGS, INC.

Filing Office   SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date   04-15-2016

Filing Number   2016 2251005

Received Date   05-10-2016

Collateral   Negotiable insitruments including proceeds and products -
                                                    Accounts rec eivable including proceeds and products - Inventory
                                                    including proceeds and products - Assets including proceeds and
                                                    products - an d OTHERS

Secured Party   SILICON VALLEY BANK, SANTA CLARA, CA

Debtors   RAVE WIRELESS, INC.

Filing Office   SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Continuation

Filing Date	09-25-2015
Filing Number	20154311535
Received Date	11-17-2015
Original Filing Date	12-09-2010
Original Filing Number	2010 4337782
Secured Party	SILICON VALLEY BANK, SANTA CLARA, CA
Debtors	RAVE WIRELESS, INC.
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	04-20-2010
Filing Number	2010 1366776
Received Date	05-19-2010
Collateral	Leased Computer equipment and proceeds
Secured Party	DELL FINANCIAL SERVICES L.L.C., ROUND ROCK, TX
Debtors	RAVE WIRELESS, INC.
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	07-16-2009
Filing Number	2009 2290085
Received Date	08-13-2009
Collateral	Leased Computer equipment and proceeds
Secured Party	DELL FINANCIAL SERVICES L.L.C., AUSTIN, TX
Debtors	RAVE WIRELESS, INC.
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	05-05-2009
Filing Number	2009 1425138
Received Date	06-05-2009
Collateral	Leased Computer equipment and proceeds

Secured Party	DELL FINANCIAL SERVICES L.L.C., AUSTIN, TX
Debtors	RAVE WIRELESS, INC.
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	04-20-2009
Filing Number	2009 1246013
Received Date	05-20-2009
Collateral	Leased Computer equipment and proceeds
Secured Party	DELL FINANCIAL SERVICES L.L.C., AUSTIN, TX
Debtors	RAVE WIRELESS, INC.
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Special Events

12-20-2018
The Chief Executive Officer is now Todd Plett, CEO.:

12-14-2018
MERGER/ACQUISITION: According to published reports, Rave Mobile Safety, DUNS 784380144, (Framingham, MA) announced the acquisition of SwiftReach Networks, DUNS 139018639, (Mahwah, NJ).

Ownership

Family Tree

Members in the Tree	Subsidiaries of this Company	Branches of this Company
2	1	0

Exclude Branches

(HQ) Rave Wireless, Inc. 78-438-0144 Framingham, MASSACHUSETTS

(S) Rms Software Inc 20-377-9335 Oakville, ONTARIO

Company Profile

Company Overview

D-U-N-S	Mailing Address	Employees
78-438-0144	United States	125*

Legal Form	Telephone	Age (Year Started)
Corporation (US)	(508) 843-2484	14 years (2004)

Date Incorporated	**Website**	**Named Principal**
November 12, 2004	www.ravewireless.com	Todd Piott, CEO
State of Incorporation		**Line of Business**
Delaware		Custom computer programing
Ownership		
Not publicly traded		

Business Registration

Corporate and business registrations reported by the secretary of state or other official source as of: 01-30-2007
This data is for informational purposes only, certification can only be obtained through the Office of the Secretary of State.

Registered Name	RAVE WIRELESS, INC.
Corporation Type	Corporation (US)
Business Commenced On	2004
State of Incorporation	DELAWARE
Date Incorporated	11-12-2004
Registration ID	3867088
Registration Status	STATUS NOT AVAILABLE
Filing Date	11-12-2004
Where Filed	SECRETARY OF STATE/CORPORATIONS DIVISION

Registered Agent

Name	CORPORATION SERVICE COMPANY
Address	2711 CENTERVILLE ROAD SUITE 400, WILMINGTON, DE, 198080000

Principals

Officers

TODD PIETT, CEO
JENNA KEITH, SEC-TREAS

Directors

DIRECTOR(S): THE OFFICER(S)

Company Events

The following information was reported on: 12-20-2018

The Delaware Secretary of State's business registrations file showed that Rave Wireless, Inc., was registered as a Corporation on November 12, 2004.

Business started 2004. 100% of capital stock is owned by officers.

RECENT EVENT:.

On December 20, 2018, sources stated that Rave Wireless, Inc., d/b/a Rave Mobile Safety, Framingham, MA, has acquired SwiftReach Networks, Inc., Mahwah, NJ, on December 13, 2018. Wit the acquisition, SwiftReach Networks, Inc. will now operate as a subsidiary of Rave Wireless, Inc. Employees were retained. Terms of the deal were not disclosed. Further details are unavailable.

TODD PIETT. Work history unknown.

JENNA KEITH. Work history unknown.

Business address has changed from 141 West 28th St 9th Fl, New York, NY, 10001 to 50 Speen St Ste 301, Framingham, MA, 01701.

Business address has changed from 50 Speen St Ste 301, Framingham, MA, 01701 to 492 Old Connecticut Path Ste 2, Framingham, MA, 01701.

Business Activities And Employees

The following information was reported on: 12-20-2018

Business Information

Trade Names	RAVE MOBILE SAFETY
Description	Provides computer programming services, specializing in software systems analysis or design (100%).
	Terms are Net 30 days. Sells to commercial concerns. Territory : United States.
Employees	125 which includes officer(s). Undetermined employed here.
Financing Status	Unsecured

SIC/NAICS Information

SIC Codes	SIC Description	Percentage of Business
7371	Custom computer programing	-
73710101	Computer software systems analysis and design, custom	-

NAICS Codes	NAICS Description
541511	Custom Computer Programming Services

Government Activity

Activity Summary

Borrower(Dir/Guar)	No
Administrative Debt	No
Contractor	Yes
Grantee	No
Party excluded from federal program(s)	No

Possible candidate for socio-economic program consideration

8(A) Firm	Yes
Labor Surplus Area	Yes
Small Business	Yes (2016)

Financials

D&B currently has no financial information on file for this company

Inquiries

Inquiries-Summary - 12 Month

Total number of Inquiries	Unique Customers
88	0

Inquiries-Summary

Over the past 12 months ending 1-2019, 88 individual requests for information on your company were received. The 88 inquiries were made by 0 unique customers indicating that some companies have inquired on your business multiple times and may be monitoring you. Of the total products purchased, 34, or 38 % came from the Manufacturing; 24, or 27 % came from the Finance, Insurance and Real Estate; 24, or 27 % came from the Services; 2, or 2 % came from the Wholesale Trade; 2, or 2 % came from the Retail Trade;

SIC/Sector

Type

Date

SERV - Services

	Type	Date
- Accounting, auditing, and bookkeeping	Corporate Linkage Request	2019-01-26
- Accounting, auditing, and bookkeeping	Corporate Linkage Request	2019-01-14
- Accounting, auditing, and bookkeeping	Corporate Linkage Request	2018-12-21
- Hotels and motels	D&B Risk Solution	2018-12-13
- Business services, nec	D&B Risk Solution	2018-12-12
- Business services, nec	D&B Risk Solution	2018-08-16
- Business services, nec	D&B Risk Solution	2018-08-15
- Accounting, auditing, and bookkeeping	D&B Risk Solution	2018-08-08
- Information retrieval services	D&B Risk Solution	2018-07-16
- Equipment rental and leasing, nec	D&B Risk Solution	2018-03-28
- Equipment rental and leasing, nec	General Data Request	2018-03-28
- Hotels and motels	D&B Risk Solution	2018-03-26
- Hotels and motels	D&B Risk Solution	2018-03-26
- Equipment rental and leasing, nec	D&B Risk Solution	2018-03-22
- Equipment rental and leasing, nec	D&B Risk Solution	2018-03-21
- Equipment rental and leasing, nec	General Data Request	2018-03-21
- Employment agencies	D&B Risk Solution	2018-02-13
- Employment agencies	D&B Risk Solution	2018-02-13
- Employment agencies	D&B Risk Solution	2018-02-01
- Employment agencies	D&B Risk Solution	2018-02-01
- Employment agencies	D&B Risk Solution	2018-02-01
- Employment agencies	D&B Risk Solution	2018-02-01
- Employment agencies	D&B Risk Solution	2018-02-01

- Employment agencies	D&B Risk Solution	2018-02-01

MANUF - Manufacturing

- Carpets and rugs	D&B Risk Solution	2019-01-14
- Electronic computers	D&B Risk Solution	2018-11-06
- Electronic computers	D&B Risk Solution	2018-11-06
- Electronic computers	D&B Risk Solution	2018-11-02
- Electronic computers	D&B Risk Solution	2018-11-02
- Electronic computers	D&B Risk Solution	2018-08-07
- Electronic computers	D&B Risk Solution	2018-08-07
- Electronic computers	D&B Risk Solution	2018-06-21
- Electronic computers	General Data Request	2018-06-21
- Miscellaneous publishing	D&B Risk Solution	2018-06-19
- Miscellaneous publishing	D&B Risk Solution	2018-06-19
- Calculating and accounting equipment	Sales & Marketing Solution	2018-06-18
- Electronic computers	General Data Request	2018-05-20
- Electronic computers	D&B Risk Solution	2018-05-20
- Electronic computers	D&B Risk Solution	2018-05-17
- Electronic computers	General Data Request	2018-05-17
- Electronic computers	General Data Request	2018-05-16
- Electronic computers	D&B Risk Solution	2018-05-16
- Electronic computers	General Data Request	2018-05-08
- Electronic computers	D&B Risk Solution	2018-05-08
- Electronic computers	D&B Risk Solution	2018-05-06
- Electronic computers	General Data Request	2018-05-06
- Electronic computers	General Data Request	2018-05-04
- Electronic computers	D&B Risk Solution	2018-05-04
- Electronic computers	D&B Risk Solution	2018-05-01
- Electronic computers	General Data Request	2018-05-01
- Electronic computers	D&B Risk Solution	2018-04-20
- Electronic computers	General Data Request	2018-04-20
- Electronic computers	General Data Request	2018-04-19
- Electronic computers	D&B Risk Solution	2018-04-19
- Electronic computers	General Data Request	2018-03-19
- Electronic computers	D&B Risk Solution	2018-03-19
- Miscellaneous publishing	D&B Risk Solution	2018-02-02
- Miscellaneous publishing	D&B Risk Solution	2018-02-02

PUBADMIN - Public Administration

- General government, nec	Corporate Linkage Request	2018-10-21
- General government, nec	Sales & Marketing Solution	2018-05-09

RETLTRD - Retail Trade

- Computer and software stores	D&B Risk Solution	2019-01-12
- Computer and software stores	D&B Risk Solution	2018-11-26

FIR - Finance, Insurance and Real Estate

- Fire, marine, and casualty insurance	D&B Risk Solution	2019-01-24
- Insurance agents, brokers, and service	D&B Risk Solution	2018-12-18
- National commercial banks	D&B Risk Solution	2018-11-09
- National commercial banks	Payment Report	2018-11-09
- Fire, marine, and casualty insurance	D&B Risk Solution	2018-10-31
- Nonresidential building operators	D&B Risk Solution	2018-09-12
- Nonresidential building operators	D&B Risk Solution	2018-09-04
- Insurance agents, brokers, and service	D&B Risk Solution	2018-08-09
- Fire, marine, and casualty insurance	D&B Risk Solution	2018-07-05
- Miscellaneous business credit institutions	D&B Risk Solution	2018-04-23
- Miscellaneous business credit institutions	D&B Risk Solution	2018-04-23
- Insurance agents, brokers, and service	D&B Risk Solution	2018-04-19
- Miscellaneous business credit institutions	D&B Risk Solution	2018-04-04
- Miscellaneous business credit institutions	D&B Risk Solution	2018-04-04
- Insurance agents, brokers, and service	D&B Risk Solution	2018-03-17
- National commercial banks	D&B Risk Solution	2018-03-16

- National commercial banks	D&B Risk Solution	2018-03-16
- National commercial banks	D&B Risk Solution	2018-03-16
- National commercial banks	D&B Risk Solution	2018-03-16
- National commercial banks	D&B Risk Solution	2018-03-14
- National commercial banks	D&B Risk Solution	2018-03-13
- National commercial banks	D&B Risk Solution	2018-03-13
- Miscellaneous business credit institutions	D&B Risk Solution	2018-03-09
- Surety Insurance	D&B Risk Solution	2018-02-16

WHLSLTRD - Wholesale Trade

- Computers, peripherals, and software	D&B Risk Solution	2018-11-29
- Computers, peripherals, and software	D&B Risk Solution	2018-11-29

Inquiries Trends - 12 Month

Inquiries Trends   —O—   Business Credit In...   —O—   Business Informat...   —O—

Top-Five-Inquiries

By SIC Sector

Manufacturing	34
Finance, Insurance and Real Estate	24
Services	24
Wholesale Trade	2
Retail Trade	2

By Report Type

D&B Risk Solution	68
General Data Request	13
Corporate Linkage Request	4
Sales & Marketing Solution	2
Payment Report	1

All-Inquiries

Industry	Total Inquiries	Last 30 Days	Last 90 Days	Last 180 Days	Last 365 Days
Manufacturing	34	1	5	7	34
Wholesale Trade	2	0	2	2	2
Retail Trade	2	1	2	2	2
Finance, Insurance and Real Estate	24	1	4	8	24
Services	24	2	5	8	24
Public Administration	2	0	0	1	2

Peers Inquiries

Please add a peer from peers page to start the comparison.

7. Silicon Valley Bank Reference Letter

February 1, 2019

Re: RAVE WIRELESS, INC.
492 OLD CONNECTICUT PATH
2ND FLOOR
FRAMINGHAM MA 01701

To Whom It May Concern:

Silicon Valley Bank is providing you with this bank letter at the request of our client. Rave Wireless, Inc. is a customer of the Bank and has been a customer of the Bank since November of 2010. As of the date of this letter, the Company's account is in good standing with the Bank.

The information in this letter is provided as an accommodation to Rave Wireless, Inc. This letter and any information provided in connection with this letter are furnished on the condition that they are strictly confidential, that no liability or responsibility whatsoever in connection with this letter shall attach to the Bank or any of its affiliates or its or their respective directors, officers, employees or agents, that this letter makes no representations regarding the general condition of the Company, its management or its future ability to meet its obligation, and that any information provided is subject to change without notice.

Should you have any questions, please do not hesitate to contact me directly at 703-448-5071 or you may email me at eastcsra@svb.com.

Very truly yours,

SILICON VALLEY BANK
Name: Sarah Hall
Title: Relationship Advisor, Client Advisory Services

8. Data Privacy and Security Overview

9. Rave Alert Web Content Accessibility Guidelines (WCAG) and Voluntary Product Accessibility Template (VPAT)

VPAT
Web Content Accessibility Guidelines 2.0 level AA

It is strongly recommended Technical Staff who are trained in Accessibility complete this form.

Accessibility points will be awarded based on: (1) the accuracy and detailed response to this form, and (2) how accessible your product is. Comments section must be filled in. NOTE: MN only adopted the standards that are level A and level AA. This list includes level AAA standards, which are optional and highlighted in yellow. Comments are not required for level AAA.

Principle 1: Perceivable – information and user interface components must be presentable to users in ways they can perceive.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments (mandatory)
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.				
1.1.1	Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below (Level A).	Yes	Yes	Rave Alert's text alternatives have been extensively tested to ensure they serve the equivalent purpose of our non-text content.
	• Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.)	• Yes	• Yes	• Rave Alert's non-text controls have descriptive names.
	• Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for the additional requirements for media.)	• Yes	• Yes	• Rave Alert time-based media all have appropriate text-based alternatives within the product. Very little use of time based media in use.
	• Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.	• Yes	• Yes	• Rave Alert time-based media all have appropriate text-based alternatives within the product. Very little use of time based media in use.
	• Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.	• No	• N/A	• Rave Alert does not contain any non-text content primarily intended to create a specific sensory experience.
	• CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.	• Yes	• Yes	• Rave Alert complies with accessible CAPTCHA
	• Decorative, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	• Yes	• Yes	• Rave Alert complies.
Guideline 1.2 Time-based Media: Provide alternatives for time-based media.				

1.2.1	Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such (Level A):	Yes	Yes	All content in video and multi-media training is also available through provided text manuals.
	• Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.	• Yes	• Yes	• All content in video and multi-media training is also available through provided manuals
	• Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	• Yes	• Yes	• All content in video and multi-media training is also available through provided manuals
1.2.2	Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	No	N/A	All Rave Alert prerecorded audio content is a media alternative for text.
1.2.3	Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	No	N/A	All Rave Alert prerecorded audio content is a media alternative for text.
1.2.4	Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	Yes	No	Rave Alert does not provide captions for all live audio content. Our audio content is a media alternative to text content.
1.2.5	Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	Yes	Yes	Rave Alert's prerecorded video includes audio description.
1.2.6	Sign Language (Prerecorded): Sign language interpretation is provided for all prerecorded audio content in synchronized media. (Level AAA)	Yes	No	Rave Alert does not provide sign language interpretation for all prerecorded audio content. Our audio content is a media alternative to text content. Our videos show web interfaces that integrate with assistive technology, so our provided audio descriptions are embedded in the described interface.
1.2.7	Extended Audio Description (Prerecorded): Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media. (Level AAA)	No	No	Rave Alert's included video content does not contain content where pauses in foreground audio are insufficient to allow audio descriptions. Our videos show web interfaces that integrate with assistive technology, so our provided audio descriptions are embedded in the described interface.
1.2.8	Media Alternative (Prerecorded): An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media. (Level AAA)	Yes	Yes	All content in video and multi-media training is also available through provided manuals.
1.2.9	Audio-only (Live): An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)	Yes	No	Rave Alert does not provide an audio-only equivalent. All our time-based media content is available through audio description and provided manuals, in conjunction with an application that uses alt text and other settings compliant with assistive technology.
Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.				
1.3.1	Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Yes	Yes	Rave Alert complies.

1.3.2	Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Yes	Yes	Rave Alert complies.
1.3.3	Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)	Yes	Yes	Rave Alert complies.
Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.				
1.4.1	Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Yes	Yes	Where Rave Alert uses color coding, it is in conjunction with supporting text.
1.4.2	Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	Yes	Yes	Rave Alert provides a pause-play button and volume control during review of voice messages.
1.4.3	Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Yes	Yes	Rave Alert complies.
1.4.4	Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)	Yes	Yes	Rave Alert complies.
1.4.5	Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.	Yes	Yes	Rave Alert complies. Text is used to convey information in this product, not images of text, with the exception of logos, which have alternate text. • Acknowledged • Acknowledged
1.4.6	Contrast (Enhanced): The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: (Level AAA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Yes	Yes	Rave Alert complies. All images and text have a contrast ratio meeting AAA standards excluding the exceptions in this section. • Acknowledged • Acknowledged • Acknowledged
1.4.7	Low or No Background Audio: For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: (Level AAA) • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.	No	N/A	Rave Alert does not contain prerecorded audio-only content. Users can record audio content through the product, which may record background noise depending on the user's location.

Standard	Description	Apply Yes/No		Meets Yes/No		Comments
1.4.8	Visual Presentation: For the visual presentation of blocks of text, a mechanism is available to achieve the following: (Level AAA)	Yes		No		Rave Alert is compliant with Level AA WCAG guidelines for visual presentation, and some of the Level AAA guidelines in this question.
	• Foreground and background colors can be selected by the user.	• Yes		• No		• Rave Alert does not support color and contrast changes except as already provided in standard web browsers
	• Width is no more than 80 characters or glyphs (40 if CJK).	• Yes		• Yes		• Rave Alert complies by default.
	• Text is not justified (aligned to both the left and the right margins).	• Yes		• Yes		• Rave Alert complies by default.
	• Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing.	• Yes		• Yes		• Rave Alert complies.
	• Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.	• Yes		• No		• Resizing Rave Alert requires horizontally scrolling to read text.
1.4.9	Images of Text (No Exception): Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)	Yes		Yes		Rave Alert only uses images of text for logos.

Principle 2: Operable - User interface components and navigation must be operable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.				
2.1.1	Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)	Yes	Yes	All standard web functions are accessible via keyboard.
2.1.2	No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)	Yes	Yes	Rave Alert supports unmodified tab keys to navigate interfaces.
2.1.3	Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)	Yes	Yes	All standard web functions are accessible via keyboard.

Guideline 2.2 Enough Time: Provide users enough time to read and use content.				
2.2.1	Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A) • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours.	No	N/A	Rave Alert does not include any time limits.
2.2.2	Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A)	Yes	Yes	Rave Alert does not include any moving, blinking, or scrolling content. Our auto-updating information is not presented in parallel with other content, and takes the form of auto-updating text-based reports.
	• Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and	• No	• N/A	• Rave Alert does not include any moving, blinking, or scrolling components.
	• Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	• No	• N/A	• Rave Alert's auto-updating content is not presented in parallel with other content.
2.2.3	No Timing: Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)	Yes	Yes	Timing is not an essential part of the event or activity presented by Rave Alert's content.
2.2.4	Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)	No	N/A	Rave Alert does not include interruptions.
2.2.5	Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)	No	N/A	Rave Alert does not include interruptions.
Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.				
2.3.1	Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)	Yes	Yes	Rave Alert does not contain anything that flashes.
2.3.2	Three Flashes: Web pages do not contain anything that flashes more than three times in any one second period. (Level AAA)	Yes	Yes	Rave Alert does not contain anything that flashes.
Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.				
2.4.1	Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)	Yes	Yes	Rave Alert complies. Some portions of the application permit users to skip repetitive navigation and others do not. As edits are made to the application support for skipping is added to that section.
2.4.2	Page Titled: Web pages have titles that describe topic or purpose. (Level A)	Yes	Yes	Rave Alert complies.

2.4.3	Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	Yes	Yes	Rave Alert complies.
2.4.4	Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Yes	Yes	Rave Alert complies.
2.4.5	Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)	Yes	Yes	Rave Alert complies. Pages not steps in a process are reachable through several workflows.
2.4.6	Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Yes	Yes	Rave Alert complies.
2.4.7	Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Yes	Yes	Rave Alert supports standard browser functionality to display keyboard focus.
2.4.8	Location: Information about the user's location within a set of Web pages is available. (Level AAA)	Yes	Yes	Rave Alert includes indication of the user's location, and the current pages' relationship to the other pages around it.
2.4.9	Link Purpose (Link Only): A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)	Yes	Yes	Rave Alert's link text have been extensively tested to ensure link function is intuitive from link text.
2.4.10	Section Headings: Section headings are used to organize the content. (Level AAA)	Yes	Yes	Rave Alert complies.

Principle 3: Understandable - Information and the operation of user interface must be understandable.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 3.1 Readable: Make text content readable and understandable.				
3.1.1	Language of Page: The default human language of each Web page can be programmatically determined. (Level A)	Yes	Yes	Rave Alert complies.
3.1.2	Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	Yes	Yes	Rave Alert complies.
3.1.3	Unusual Words: A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (Level AAA)	Yes	Yes	Rave Alert provides glossaries for words and phrases with product-specific meanings.
3.1.4	Abbreviations: A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)	Yes	Yes	Rave Alert includes the extended form of abbreviations as appropriate.
3.1.5	Reading Level: When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)	No	N/A	Rave Alert is designed to not require advanced reading ability.
3.1.6	Pronunciation: A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)	No	N/A	Rave Alert does not contain words where meaning is ambiguous without pronunciation.
Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways.				
3.2.1	On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Yes	Yes	Rave Alert complies.
3.2.2	On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Yes	Yes	Rave Alert complies.

		Apply Yes/No	Meets Yes/No	Comments
3.2.3	Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Yes	Yes	Rave Alert complies.
3.2.4	Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Yes	Yes	Rave Alert complies.
3.2.5	Change on Request: Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)	Yes	Yes	Rave Alert initiates changes of context by user request.
Guideline 3.3 Input Assistance: Help users avoid and correct mistakes.				
3.3.1	Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Yes	Yes	Rave Alert complies.
3.3.2	Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Yes	Yes	Rave Alert complies.
3.3.3	Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Yes	Yes	Rave Alert specifies required error response actions where appropriate.
3.3.4	Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA)	Yes	Yes	Two of the following traits are true for Rave Alert. Data is checked for input errors and users have an opportunity to correct them, and the product confirms inputted data and provides a dedicated page for users to review, confirm, and correct information prior to final submission.
	• Reversible: Submissions are reversible.	• Yes	• Yes	• Rave Alert complies, where appropriate.
	• Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.	• Yes	• Yes	• Rave Alert complies.
	• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	• Yes	• Yes	• Rave Alert complies.
3.3.5	Help: Context-sensitive help is available. (Level AAA)	Yes	Yes	Rave Alert complies.
3.3.6	Error Prevention (All): For Web pages that require the user to submit information, at least one of the following is true: (Level AAA) • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Yes • Yes • Yes • Yes	Yes • Yes • Yes • Yes	Two of the following traits are true for Rave Alert. Data is checked for input errors and users have an opportunity to correct them, and the product confirms inputted data and provides a dedicated page for users to review, confirm, and correct information prior to final submission.

Principle 4: Robust - Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.				
4.1.1	Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)	Yes	Yes	Rave Alert complies.

4.1.2	Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)	Yes	Yes	Rave Alert complies.

10. GRX Letter of Acknowledgement

LETTER OF ACKNOWLEDGEMENT

We, Global Resolution Experts, as a IT security consultancy company, with specific professional competencies in providing IT security assessments and penetration tests, confirm that we performed the following activities for Rave Mobile Safety:

1. Penetration tests and vulnerabilities assessments for the following domain:

Application Name	Web Address	Period	Test Type
Rave Facility	https://www.smart911.com/corporateprofile/portal/login	20.05.2018 - 25.05.2018	Automated Vulnerability Assessment And Manual Penetration Test
Smart911 Web	https://www.smart911.com/smart911/login.action	3.07.2018 - 12.07.2018	Automated Vulnerability Assessment
RRAC	https://www.smart911.com/smartadmin/security/login	3.07.2018 - 10.07.2018	Automated Vulnerability Assessment
RCV	https://www.smart911.com/rcv/login	3.07.2018 - 17.08.2018	Automated Vulnerability Assessment And Manual Penetration Test
PSAP ADMIN	https://www.smart911.com/smart911/psapLogin/login	3.07.2018 - 10.07.2018	Automated Vulnerability Assessment
DISPATCH	https://www.smart911.com/dispatch/login.action	3.07.2018 - 10.07.2018	Automated Vulnerability Assessment

1. **Session Management (Login Page)**
   a. Session cookie inspection
   b. Password recovery mechanism
   c. Brute-force attacks
   d. Session fixation verification

e. Horizontal Escalation, Vertical Escalation, Input Validation, SQL Injection, Cross-Site Scripting, Replay, Authentication Bypass

2. **Users:**

   a. Course followed, instruction play

   b. CSRF verification

   c. Unauthorized actions

   d. XSS input fields

   e. Parameter fuzzing for input fields

3. **Tools used for Automated Vulnerability Assessment Web Application**

During this Automated Vulnerability Assessment against Smart911 Web Applications we have used the following tools:

   a. Burp Suite

   b. OWASP ZAP

   c. Fiddler

   d. Nmap

   e. Nessus

   f. SqlMap

   g. Nikto

   h. Open Vas

This document was issues to serve as reference for further endeavors.

04.04.2019

Cristian Sandescu

Managing Partner

Global Resolution Experts

11. SOC 2 INAP Bridge Letter and SOC 2 Audit Reports

□INAP

January 3, 2019

Subject: SOC 2 Bridge Letter

Dear Valued Customer,

UHY LLP, Certified Public Accountants ("UHY") performed a SOC 2, Type II attestation engagement, examining the description by Internap Corporation ("INAP") of its Flagship Data Centers (as defined in the SOC 2 reports) and the suitability of the design and operating effectiveness of controls for the period from October 1, 2017 to September 30, 2018. UHY provided INAP reports dated December 20, 2018 which document the findings of UHY. These reports are available to our customers upon request.

This letter serves to provide assurance that since the examination was completed, INAP is not aware of any material changes in the controls reported, and all of INAP's reported procedures and controls are still in place and operating as documented in the SOC 2, Type II reports dated December 20, 2018.

The SOC 2, Type II report dated December 20, 2018 is a complete document and this letter is not designed, nor intended, to modify the report in any way. This letter is not intended to provide you a certification of the internal controls of INAP or suggest that INAP has performed any structured evaluation of its internal controls for the purpose of producing this letter. By providing this letter, we do not undertake to provide you with any updates or changes in the internal controls of INAP.

If you have any questions or if we can be of further assistance, please feel free to contact me at vmaxwell@inap.com, 404-865-7377, or contact your INAP representative.

Sincerely,

Vicki Maxwell

Vicki Maxwell
Director, Internal Audit
Internap Corporation