

SECTION 6 – SCOPE OF SERVICES

6.0 SCOPE OF SERVICES

The Department is seeking a Contractor, or Contractors to provide a state-wide mobile panic alert system for all school districts and charter schools that is capable of connecting diverse emergency services technologies; providing real-time coordination between multiple first responder agencies; and can integrate with local public safety answering point infrastructure to transmit 911 calls and mobile activations.

Beginning with the 2021-22 school year, school staff at each participating public school, including charter schools, will be able to activate a mobile panic alert system, known as "Alyssa's Alert," that:

- Integrates a mobile panic alert system that may be used by each school district
- Connects diverse emergency services technologies
- Ensures real-time coordination between multiple first responder agencies
- Integrates with local public safety answering point infrastructure to transmit 911 calls and mobile activations
- Alerts appropriate Public Safety Answering Point (PSAP) for the jurisdiction of the location of the device
- Is customizable for each district, and charter school governing board to be able to adhere to local emergency codes, emergency naming conventions, update facility profiles, customize messaging, manage users and user access permissions
- Provides real-time activation of the appropriate 911 system and provides at a minimum the emergency information details, location of the device, and unique identifiers of the device
- Provides two-way communications
- Can be silenced by the user
- Adheres to the county's text-to-911 service implementation plans as required by Florida Statutes s. 365.172 (15), F.S.
- Allows and supports districts to designate and manage user permissions and user groups for notification of a panic alert activation, including users at public safety agencies, as defined in s. 365.171, F.S.
- Provides districts administrative access to provide additional campus or facility information through the system
- Addresses all other requirements included within s. 365.171-179, F.S.– Emergency Communications Number "E911" and applicable State 911 administrative rules (60FF-6)
- Provides 24/7 level one tech support to state and local administrators
- Adheres to 99.999% uptime reliability/availability
- Ensures regular system updates are performed to include integration of 911 center updates as applicable
- Connects to both Wi-Fi and cellular
- Is compliant with all applicable privacy protection and information security state and federal laws

911 centers as well as state and local administrators must be notified prior to executing system tests.

Contractor(s) shall address system bugs and apply fixes in a reasonable timeframe.

School districts and charter school governing boards may implement additional strategies or systems to ensure real-time coordination between multiple first responders in a school security emergency.

DATA SECURITY

The Contractor agrees to protect and maintain the security of data by adhering to Florida Cyber Security Standards (Chapter 60GG-2, F.A.C.) to include maintaining secure environments that are patched and up to date with all appropriate security updates as designated by a relevant authority. In situations where Contractor(s) will be