Attachment 23 – Requirements Traceability Matrix

Instructions:

This Requirements Traceability Matrix (RTM) is used to identify the location of compliance with specific RFP Requirements in the Bidder's proposal as well as certify the Bidders understanding of the RFP requirements as well as compliance to those requirements.

For each requirement listed in the Mandatory Requirements Table, a Bidder should identify the requirement's location in the bidder's proposal by attachment, section, page, and paragraph location using the table below.

For each requirement listed below Bidder must respond by selecting either "Yes" or "No" to whether the requirement will be met in their delivered MNS solution. Checking the "Yes" or "No" box means the following:

- Yes – the feature/functionality indicated in the requirement is currently available in Bidders COTS product or will be integrated into Bidders delivered solution through customization.
- No - the feature/functionality indicated in the requirement is neither currently available in Bidders COTS product nor can it be integrated into Bidders delivered solution through customization.

If a Bidder is unable to meet any requirement listed in the Requirements Traceability Matrix (selecting "No" for that requirement) the proposal will not be further considered.

- NYS reserves the right to allow the Bidder to correct obvious errors of omission.

Assumptions/Context – The assumptions/contexts table covers general and specific technical, operational and administrative requirements or controls that must be met by a bidder in there delivered MNS solution. They include:

1. The MNS solution proposed by the bidder shall comply with all the Mandatory Requirement listed in the Traceability Matrix, and the bidders proposed MNS solution shall be in a currently supported state at the time of implementation and delivery of the solution.
2. The MNS solution proposed by the bidder shall comply with NYS Information Technology Services Information Security Policy and Standards. For more information refer to the following link: https://www.its.ny.gov/eiso/policies/security
3. The MNS solution proposed by the bidder shall comply with all NYS Accessibility and Branding requirements as stated in the RFP.
4. The MNS solution proposed by the bidder shall comply with all Hosting Requirements as stated in Exhibit 1 to the RFP.
5. The MNS solution proposed by the bidder shall comply with the ITS Security Requirements found in Exhibit 2.

Reqmt #	Assumptions/Contexts	Bidder Responses	
		Yes	No
1	The MNS solution proposed by the bidder shall meet all ITS Security Requirements as stated in the RFP, including Exhibit 2 including but not limited to compliance with all NYS Information Technology Services Information Security Policies and Standards.		
2	The MNS solution proposed by the bidder shall comply with all NYS Accessibility and Branding requirements as stated in the RFP.		
3	The MNS solution proposed by the bidder shall comply with all the Hosting Requirements found in Exhibit 1 to the RFP.		

Mandatory Requirements Table

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
1	System shall be a vendor hosted system.				
2	System shall provide statewide (New York State) coverage for a minimum of 6 million subscribers.				
3	System shall provide statewide (New York State) coverage scalable up to 20 million subscribers within 3 years of Contract award.				
4	System shall provide statewide (New York State) coverage to an unlimited number of Message recipients.				
5	System Public Messages (Notifications/Alerts) shall be Common Alerting Protocol (CAP 2.0) compliant to provide for an open, non-proprietary digital message format that adhere to the CAP standard specified by FEMA via the Organization for the Advancement of Structured Information Standards (OASIS).				
6	The solution provided will be from a FEMA IPAWS Alert Origination Software Provider.				
7	System shall interface with the Integrated Public Alert and Warning System (IPAWS OPEN Alert Aggregator/Gateway) for alerting via Wireless Emergency Alerts(WEA), Emergency Alert System (EAS), and HazCollect NOAA Weather Radio All Hazards.				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
8	System shall have tiered levels of administration to include System Administrators, Organization Administrators and Organizational Message Originators (i.e., Notifiers). System Administrators shall be able to view system activity of all administrators and Notifiers. There shall be no limit on the number of administrators or Notifiers.				
9	System shall allow System Administrators and Organization Administrators to manage user accounts. Organization administrators shall be limited to Private Accounts administration for their organization.				
10	System shall allow system administrators and organization administrators to create and edit an unlimited number of notification groups and sub-groups. System Administrators and Organization Administrators shall be able to manage their own groups.				
11	System shall support the ability for all content on the systems publically accessible webpages, including all posted Notifications and Alerts, to be translated using the Google translate feature.				
12	System public portal shall support both PC and mobile devices (i.e., responsive web design).				
13	System shall support Email Notifications				
14	System shall support SMS Notifications				
15	System shall support posting Notifications to the Systems Public facing Website				
16	System shall support Twitter Notifications				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
17	System shall support Fax Notifications				
18	System shall support RSS Notifications				
19	System shall have CAP feed capability and customizable RSS feeds including feeds dedicated to jurisdictional Alerts.				
20	System shall support text to speech notifications.				
21	System shall support Dual Tone Multiple Frequency (DTMF) for voice calling interaction.				
22	System shall have the capability to conduct phone polling via keypad response (e.g., are you available to work tomorrow: press 1 for yes or 2 for no; if yes press 1 for the 7:00AM - 3:00PM shift, etc.).				
23	System shall be able to support live voice recordings.				
24	System shall allow voice recorded messages to be reviewable prior to message publication/transmission.				
25	System shall allow for call (phone) retries in the event of a ring-no-answer.				
26	System shall have the ability to detect if a human or an answering machine has answered a placed phone call.				
27	System shall leave a voice mail message if an answering machine has answered a placed call (phone).				
28	System shall have the ability to set a unique Caller ID for outbound Notifications.				
29	System shall accept and utilize E911 phone data at no additional cost to New York State.				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
30	System shall have an E911 greylist feature to remove public phone lines from future E911 message distributions.				
31	System shall allow for the creation and storage of predefined messages/scenarios (templates). The system shall be able to store templates with content and target groups for later deployment.				
32	System shall support the ability to develop workflows or wizards.				
33	System shall have the ability to display Public Alerts on the hosted solutions public portal. The view shall be filterable by category, jurisdiction and status (e.g., active, not active and archived).				
34	System shall support multiple Notification environments.				
35	System shall support the ability to customize the different environments including branding, templates, and workflows.				
36	System shall support interaction with multiple external applications via Application Program Interfaces (API)				
37	System shall support Pull API's				
38	System shall support Push API's				
39	MNS delivered solution shall provide a custom interface for integration of NYS Sheriffs' Institute Order of Protection Notification System. **Please refer to Exhibit 3 – Interface Requirements for more information.**				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
40	MNS delivered solution shall provide a custom interface for integration of Indian Point (IP) Joint Information Center (JIC). **Please refer to Exhibit 3 – Interface Requirements for more information.**				
41	MNS delivered solution shall provide a custom interface for integration of NYS Department of Environmental Conservation (DEC) Sewage Pollution Right to Know (SPRTK) Act. **Please refer to Exhibit 3 – Interface Requirements for more information.**				
41	MNS delivered solution shall provide a custom interface for integration of NYS Division of Criminal Justice Services (DCJS) Sex Offender relocation notifications/alerts address fix-ups (geocoding failures). **Please refer to Exhibit 3 – Interface Requirements for more information.**				
42	The MNS delivered solution shall include an identity system that will be used to authenticate subscribers and notifiers. This identity solution must also provide the ability to accept credentials from the NY.GOV identity store and populate certain fields in the MNS identity store.				
43	System shall have a built in text editor allowing full formatting of message content for all Notifications (public and private).				
44	System shall support the ability for system administrators to manually upload data (CSV, SQL, text file, Excel spreadsheet) that can add, edit, and delete message recipients and/or groups from the system without vendor assistance.				
45	System shall allow ad-hoc edits to stored templates prior to Message publication/transmission.				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
46	System shall allow ability to preview/review complete Message prior to Message publication/transmission.				
47	System shall allow ability to de-activate or delete a Message prior to Message air (activation) time.				
48	System shall allow for Notifications to be scheduled for delivery based on date and time.				
49	System shall support an expiration option for Messages.				
50	System shall be able to display all Organizational Messages (current, pending, draft, recurring and archived).				
51	System shall provide the ability for the public to access a graphical user interface on the MNS solution where they can view and select addresses or geographic locations based on a GIS map.				
52	System shall display the number of Message Recipients included within a selected geopolitical jurisdictions or polygons.				
53	System shall allow the Organization Administrators the ability to populate the Organizational Message recipient list by geopolitical jurisdiction.				
54	System shall allow the Organization Administrators the ability to populate the Message Recipient list via a GIS map (e.g., circle, rectangle/square, free form polygon or pin drop within radius.				
56	System shall support the ability to import and display organization based predefined GIS shape files.				
57	System shall compare the public provided addresses and if not geocodable suggest selectable system auto-generated				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
	corrected addresses with their associated statistical weighting (e.g., 90% confidence, 30% confidence, etc.).				
58	System shall have an interactive map tracking all active alerts in New York State selectable to reach the full notification on the MNS public portal. Active alerts shall include a highlighted area and pop up tool with basic information (e.g., headline, impact, severity, urgency).				
59	System shall provide a test and exercise mode for Notifications that simulate message creation without sending out a Notification.				
60	System shall support the ability to send Notifications to Private Groups.				
61	System shall accomplish mass notification ***TO BOTH*** the Public and Private Groups from a single Message via phone, SMS and MMS messaging, email, FAX as well as posting to public and private RSS feeds, websites and social media. Vendor may provide other methods as capable or available.				
62	System shall have the ability to prioritize delivery of life threatening event notifications over other types of notifications during simultaneous broadcast.				
63	System shall allow Messages to contain links/urls, photos, video, audio, and other document attachments (e.g., .DOC, DOCX - Microsoft Word, .XLS, XLSX - Microsoft Excel, .PPT, PPTX - Microsoft PowerPoint, .TIF/TIFF - Tagged Image File Format, .TXT - Plain Text, .HTML - Hypertext Markup Language, .RTF - Rich Text Format, .PDF - Adobe Portable Document Format,				

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	.JPG - JPEG images, .VSD - Visio drawings and .GIF - Graphics Interchange Format).				
64	System shall allow a quick-link (e.g. tinyurl) for recipients of text messages to click on or to copy link into browser for viewing full message.				
65	System shall allow Message attachments with a maximum of 20MB size				
66	System shall provide a distribution plan for all Gateways prior to Message dissemination/publication that shall include targeted recipient count and associated message count.				
67	System shall have an SMS (text) blacklist feature to automatically allow text recipients to their add SMS lines to the SMS distribution stop list. This function shall also be available for system administrators to manually enter numbers into the blacklist.				
68	System shall have integrated phone throttling by phone exchange and range to restrict call distribution volume.				
69	System shall allow System Administrator's the ability to manually cancel dialer call lists prior to completion.				
70	System shall have a Message recipient 'vacation' mode (including start and end date) to temporarily disable Notifications/Alerts Messages.				
71	System Administrators shall have the ability to customize the default phone call greeting/preamble (e.g., 'This is a message from New York State mass alerting system' vs. 'This is a message from the New York State mass notification and alerting system').				

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72	System shall have the ability for Organizational Administrators to select customized phone call greetings/preambles (e.g., 'This is a message from Erie County Department of Emergency Services mass alerting system' vs. This is a message from New York State mass alerting system').				
73	System shall allow System Administrators to customize, without vendor intervention, MNS web page content, banners (e.g., email, FAX, etc. for custom branding), numeric caller-id, email source (sender) address and reports.				
74	System shall audit and report on all System Administrators and Organizational Administrators.				
75	System shall have a profile page allowing user to edit their account information (e.g - password, security question, etc) with at least 1 security challenge question.				
76	System shall allow the public to opt in to the system by registering associated contact information (e.g., phone numbers, SMS/MMS numbers, email addresses, and FAX numbers). The system will only require the public to enter one selection for the account to be eligible to receive alerts. This information shall be verified by the system and updated in real-time.				
77	System shall allow a public Subscriber to register a minimum of two location points (addresses) in their profile (e.g., home, work, school, etc.).				

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78	System shall allow a public Subscriber to register up to ten unique pieces of contact information (e.g., 3 phone numbers, 2 SMS/MMS numbers, one FAX number and five email addresses).				
79	System shall allow a Public Subscriber to subscribe to different message categories and sub-categories (refer to Categories & Sub-Categories sheet/tab).				
80	System shall allow a public Subscriber to select their preferred Gateways to receive notifications.				
81	System shall provide default alert settings for public Subscribers who do not wish to customize their alerts.				
82	System shall provide a self-service method for public Subscribers to retrieve their passwords without a System Administrator or help desk assistance.				
83	Vendor shall provide a Project Manager to manage the project				
84	Vendor shall provide a Technical Lead for the project duration				
85	Project Manager shall provide a detailed work plan which identifies and sequences the activities need to successfully complete the project				
86	Project Manager shall provide a detailed project schedule with milestones and resources assignments				
87	Project Manager shall provide weekly reports and status updates in a format acceptable to ITS.				
88	Project Manager shall track vendor work and identify vendor resources and provide weekly reports and status updates in a format acceptable to ITS.				

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		Attachment #	Page#/Section#/ Paragraph #	Yes	No
89	Vendor shall provide System Administrator's and Organizational Administrators training on administrative functions within the application				
90	Vendor shall provide System Administrator's and Organizational Administrators training on reporting and creating custom reports				
91	Vendor shall provide online tutorials for Organizational Administrators on how to create Notifications and Alerts and provide updates as needed for the duration of the Contract. All material will be available prior to the system going live and as part of the final acceptance criteria.				
92	Vendor shall provide electronic documentation to Organizational Administrators on how to create notifications and Alerts and provide updates as needed for the duration of the Contract. All material will be available prior to the system going live and as part of the final acceptance criteria.				
93	Vendor shall provide a plan to migrate all subscribers of the current system to the vendor hosted solution				
94	All requirements listed in Attachment 23 are applicable to Testing and Live Production environments				
95	System shall encrypt State Data in transit and at rest.				
96	System shall encrypt application databases used to support the MSN solution.				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
97	System shall create an auditable event log for all user account data to be accessible by System Administrators on an ad hoc basis.				
98	System shall have the ability to initiate a minimum of 132 calls per second and sustain 4000 concurrent calls. System shall have the ability to monitor in real-time, track/record and report on this event.				
99	System shall have the ability to initiate and sustain a minimum of 200 concurrent FAXs. System Administrators shall have the ability to report on this event.				
100	System shall have the ability to average a general throughput rate of 250-350 SMS (text) messages per second at a minimum.				
101	System shall have the ability to initiate and sustain a minimum of 16,000 concurrent email connections. System administrators shall have the ability to generate reports on this event on an ad hoc basis.				
102	System shall provide 99.982% application availability				
103	Vendor shall provide System Administrators 24x7x365 technical support and assistance				
104	Vendor shall provide System Administrators with technical support via phone, email, and remote assistance.				
105	Vendor shall provide System Administrators a minimum three week notice for scheduled application maintenance to ensure minimum application downtime.				
106	Vendor shall provide Public Subscribers Business Day support and assistance.				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
107	Vendor shall provide Public Subscribers with support via phone, email, and remote assistance.				
108	System shall provide online real time reports detailing the success, failure and reason for failure of Notification dissemination. System shall allow for online real time granular and detailed reporting on Subscriber counts by jurisdiction, alerting category/sub-category, member organization and Notification group.				
109	Vendor shall provide application enhancements, patches, and hotfixes.				
110	Vendor shall provide their Change Management process in regards to implementing system changes, patch deployments, and hotfixes.				
111	MNS solution shall support the application on all supported versions of industry standard browsers.				
112	MNS solution shall support customized API's and integration with other applications.				
113	MNS solution shall support customized reporting requirements that may not be available as a standard application report.				

Reqmt #	Requirement Description	Bidder Responses			
		Attachment #	Page#/Section#/ Paragraph #	Yes	No
114	Vendor shall be responsible for the security of the MNS data and infrastructure that supports it.			☐	☐
115	Vendor shall complete, as part of their bid submission, a Consensus Assessment Initiative Questionnaire (CAIQ). Vendor shall update the CAIQ on an annual basis thereafter and submit to ITS. The form is available at Cloud Security Alliance (https://cloudsecurityalliance.org/).			☐	☐
116	Vendor shall logically and/or physically segregate the live production environment from the test/QA environments.			☐	☐
117	Vendor shall logically and/or physically segregate NY State data from vendor's data and data belonging to vendor's other customers, including other governmental entities.			☐	☐
118	Vendor warrants that their Hosting Provider does have and will continue to maintain the Uptime Institute for Tier III Certification for construction of their data centers.			☐	☐
119	Vendor shall provide a solution configured as a Highly-Available "Hot-Hot" application. The NY-Alert application is expected to be available 24x7x365.			☐	☐
120	Vendor shall have no less than two redundant data centers separated by at least 100 miles and on separate network fiber and on separate power grids.			☐	☐

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		Attachment #	Page#/Section#/ Paragraph #	Yes	No
121	Vendor shall failover application to alternate hardware to perform planned maintenance, patches, code revisions, etc. to one instance, thoroughly test then switch back to the upgraded instance before repeating the planned maintenance, patch, code revision, etc. on the second instance.			☐	☐
122	Vendor shall maintain detailed records for any hardware and software changes.			☐	☐

Certification

By signing you certify your express authority to sign on behalf of the Bidder and that all information provided is complete, true and accurate.

Date: _____

Legal Business Name of Company Bidding: _____

D/B/A - Doing Business As (if applicable): _____

Bidder's Signature: _____

Printed Name:_____

Title:_____