

STATE OF HAWAII  
DEPARTMENT OF CORRECTIONS AND REHABILITATION  
HONOLULU, HAWAII

**March 13, 2024**

**ADDENDUM A  
TO  
REQUEST FOR PROPOSALS  
NO. DCR 24-COR-21**

FOR

**Alert Messaging System  
for the Department of Corrections and Rehabilitation**

Responses to Submitted Questions:

Question #1: Can you detail the number of alerts sent for each listed category in the last 12 months, do you have a breakdown on how many were Email based vs. SMS text or both?

Advisory Alerts:  
Community Alerts:  
Emergency Alerts:  
Red Emergency Alerts:  
Internal Alerts:

*Response #1: We do not have the capability of providing the number of alerts by category. The number of emails sent in the past year is unavailable at this time. Approximately 57,800 texts were sent in the last twelve months.*

Question #2: What Social media channels does the Department send alerts through?

*Response #2: Alerts are sent to Facebook and Twitter and posted on Instagram.*

Question #3: Do all alerts get published to your social media channels?

*Response #3: Yes*

Question #5: What alerting system does DCR currently use, if any? What are its capabilities in terms of messaging modalities, opt-in registration, simultaneous delivery and delivery volume?

*Response #5: Messaging is disseminated via email, text and voice. A mobile app is also available. Individuals interested in registering for the Department's alert system may do so via text or web.*

Question #6: How does DCR currently register alert recipients? Is DCR currently using text-to-enroll?

*Response #6: Individuals may subscribe via a text-to-subscribe keyword.*

Question #7: Does DCR want to expand its roster of registered alert recipients? If so, by how much?

Response #7: Yes.

Question #8: Please clarify your requirement for a contract and live system start date of 4/1/2024. Please provide details about your expected legal negotiation timing and your expectations for the system on 4/1.

*Response #8: The live system start date of 4/1/2024 is to ensure non-interruption of current services, as the Department's current Contractor's contract period will end on 3/31/2024. Upon receiving the Notice of Award, the awarded contractor will receive a contract for signature. The contract will include the current scope of work, and the Attorney General Conditions (attached to the HlePRO solicitation). As the primary elements of the contract are included in the HlePRO solicitation, the Department does not anticipate legal negotiations, and an estimated time frame of 7-10 days to process. The contract document will need to be signed, notarized, and may be electronically returned to the Department.*

Question #9: Please verify the number of contacts in total that will be included in the system.

Response #9: We anticipate there will be more than 2,000 contacts.

Question #10: What did DCR spend on its alerting system in 2023?

*Response #10: \$9,725.00 total for the year.*

Department of Public Safety  
Tommy Johnson  
Director