



ADDENDUM #1

January 20, 2022

RFP Title: SMS Texting Services

Owner: County of Wake – Ty Stephens, Procurement

RFP Bid No.: #22-008

The following items provide answers to questions that were submitted for RFP #22-008. Wake County answers are in blue.

1. **Do you need a managed service where you need the vendor to create content and send the messages/campaign from their platform?**
Predominately our communications department will create the messaging.
2. **Is req #4, related to SSO? Can you please elaborate on the requirement?**
#4 is not related to Single Sign-on. Vendors must have the ability to allow individuals to sign-up for notifications directly with through a secure process where they can maintain and keep information in separate department groups if needed. Example: a person may sign up to be notified about happenings in the Libraries but not want to know about the Board of Commissioner meetings.
3. **Do you require both email and hard copy version of the proposal or will only one method suffice?**
Yes, both are required.
4. **Can we provide some information and mark it confidential, so it is not shared e.g. our reference list?**
Yes, we will only share the confidential information with the proposal reviewers.
5. **Do you have SMS service today and do we have to migrate those numbers? Or is this a new initiative?**
We have conducted several pilots with a company. Yes, we will request that those numbers be migrated.
6. **Will this be promotional or transactional traffic?**
It will be both.

All other information remains as issued
End of addendum