

SMS Text Message Solution

Questions by Potential Bidders

The following documents questions and answers which have been raised by potential bidders during the RFP period May 26 - June 9, 2023.

1. What quantities and products are required for the project?

The scope of the project is in PART II of the RFP. We are looking for a solution for 100+ users in approximately 10 Departments/Units.

2. What SMS volume is anticipated?

At this time, we do not have an SMS solution in place; therefore, it is difficult to predict volume. We estimate 100+ users in approximately 10 Departments/Units that may utilize SMS communications. Please provide Tier Pricing, for example, 1- 1000 \$\$\$, etc.

Questions regarding Part II, letter H and related to letters L and M.

3. Does Maryland Automobile Insurance Fund have already specific software or applications that would like to be integrated via API with our platform?

We would like to verify the API integration ability at this time. Future SMS development would most likely need to integrate with our Oracle databases.

4. When software and applications are mentioned in letter L, are all of them right now being utilized by Maryland Automobile Insurance Fund and by being said that you would like for the awardee to have the capacity to integrate all of them?

We would like to verify the capabilities for future development of our communication platform – it does not have to be with them all.

5. When software and applications are mentioned in letter M, are any specific ones being used as of today and you would need the platform to have the ability to integrate future ones?

No specific integrations planned at this time, verifying capabilities for future development.

6. We would need to know the volume of Text Messages that are going to be sent either in a monthly or annual basis and a segregation in regards to destinations (US Based traffic, US Territories and International traffic working under international carriers)

At this time, we do not have an SMS solution in place; therefore, it is difficult to predict volume. We estimate 100+ users in approximately 10 Departments/Units that may utilize SMS communications. Future developments will include automated system generated notifications.

Additional Questions and Answers

7. Do you currently have a solution in place for SMS text capture and if so what archival platform would we need to integrate with?

At this time, we do not have an SMS solution in place.

8. What is the CRM that you are looking to integrate with today-do you use both Hubspot and Salesforce and would different departments use different CRM's?

No specific integrations planned at this time, verifying capabilities for future development

9. Under Scope K-Itemized invoices that show usage per department. Are you looking to invoice through our portal to clients or just looking for view access of your invoices?

We would like to group users together for Supervisor access – ie, employee would access their own activity, the Sup could access all user's activity in department for QA and backup

10. Under Scope Q-Ability to send internationally. Do you have the need to have users in other countries and is so can you name the countries of most importance. Will you need local numbers for those countries?

It is unlikely we will need international SMS, however, we would like to verify capabilities if needed on a very limited basis. We do not require local numbers in any other country.

11. What is the total potential volume/number of users for this service?

100+ Users in approximately 10 Departments/Units. Future developments will include automated system generated notifications.

12. What is the timeframe to have this implemented/operational?

Approx 3-4 months after contract execution.