Responses to Questions Regarding RFP for Portable and Wearable Panic Buttons
No. 2026-0502
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Below are Questions received, and responses, regarding the RFP for Portable and Wearable Panic Buttons. The original document can be found on Tri-City's website at www.tricitymhs.org.

No.	Question	Answer
1	The RFP references both "staff assist" and "campus-wide" alerts. Can you clarify the expected response for each, and who the designated responders would be for each?	The Portable and Wearable Panic Button system shall support multiple configurable alert levels to address varying incident severity. In this instance, "staff assist" shall alert our internal response team and security guards. TCMHA response team is on a rotating schedule at each location, and all designated staff shall be notified. Campus-wide" alerts shall notify 911 AND our internal response team. This is intended for critical, life-safety, or severe threat situations. The system shall allow users to intentionally initiate a staff assist alert without automatically escalating to a campus-wide alert, unless escalation criteria are met.
2	What VoIP, phone, and FOB systems are currently in use across the 5 facilities and what type of integration are you looking for? Brian	Currently we are using Ring Central with Polycom Phones and Maxxess fob access systems. A hub-and-spoke integration model using secure APIs that connects the panic button platform to: • Identity systems (for user/device management) • Public safety & dispatch systems • Location & mapping systems to identify the specific room or defined interior space. • IT security and logging tools
3	Should 911/emergency dispatch be a possible escalation outcome, or should all alerts remain internal?	Yes, 911 should be a possible escalation outcome.
4	Can floor plans be provided for each site, and what is the total room count across all 5 locations?	We will provide floor plans for each location as well as Sq Footage. See separate attachment on our website for floor plans.
5	Are there areas requiring anti-ligature covers? Our beacons are battery-powered and mount with adhesive with no electrical wiring needed, so anti-ligature enclosures are placed in areas where they are needed. If they are needed, how many total?	None are required but mounting locations will need to be reviewed.
6	Are there outdoor areas requiring coverage, such as parking lots, courtyards, or walkways between buildings? Our infrastructure can support outdoor and transitional spaces.	Yes, parking lots and walkways between buildings for each location.
7	How frequently do staff rotate between sites during a typical work week? IE one employee working at multiple different facilities.	There are quite a few staff that travel between locations for meetings or coverage. Please anticipate a significant amount of travel between locations as there are staff that have not set schedules.

8	Would you please provide the number of floors and the number of rooms per floor for each building/address?	There are two buildings that have two floors and all other buildings have one floor (one-story). For room numbers, please refer to the floor plans which is an attachment posted on our website along with the question responses.
9	Please indicate if there are outbuildings on each campus that need coverage.	Yes, parking lots and walkways between buildings for each location. There is also a courtyard in the Royalty building location.
10	Do you have floor plans readily available for each location to share?	We will provide floor plans for each location as well as Sq Footage. Please see the floor plans which is an attachment posted on our website along with the question responses.
11	Section III.C.1 mentions network cabling. Would TCMHA prefer a 'zero-infrastructure' solution that operates independently of existing TCMHA site Wi-Fi and gateway hardware to ensure alerts are transmitted even during local network or power failures?	Yes, a zero-infrastructure solution would be preferable, however not required.
12	For indoor location accuracy (Section III.A.3), does TCMHA have existing digital floor plans (CAD or high-res images) available for all 5 facilities to be integrated into the real-time mapping software?	We will provide floor plans for each location as well as Sq Footage. Please see the floor plans which is an attachment posted on our website along with the question responses.
13	The RFP mentions multi-channel notifications. Is TCMHA looking for direct data integration with local PSAPs (911 Dispatch) to provide emergency responders with live location and floor plans during a campus-wide alert?	Yes, we are looking for the system to contact 911 dispatch AND simultaneously alert our internal response team with the live location.
14	For staff moving between the Pomona and Claremont facilities, is there a requirement for centralized battery health monitoring and low-battery automated reporting within the management console?	Yes, battery monitoring and automated reporting is preferrable.
15	Section III.B.3 mentions integration with VoIP/IP phones. Are you looking for programming a phone key/softkey to trigger a alert?	No programming of phones to trigger an alert is being requested at this time.
16	Beyond the buildings, do the 'portable' requirements include parking lots and adjacent outdoor clinic areas? If so, should the system support seamless hand-off to GPS for outdoor tracking?	Yes, parking lots and adjacent outdoor areas will need to have coverage and should include a seamless process for ensuring coverage from indoor to outdoor.
17	The RFP mentions a detailed work plan for installation (III.C.1). If a solution requires no local gateways, cabling, or power-drop installations—operating entirely on a dedicated carrier-grade cellular network—how would that affect TCMHA's evaluation of 'Implementation Speed' and 'Total Cost of Ownership'?	An overall evaluation will be performed on each of the proposals and will take into consideration all implementation processes and features that are required.
18	Section III.A.3 requires coverage across multiple facilities. Does TCMHA require the panic button to function in 'transitional zones' such as parking lots, outdoor courtyards, or while staff are traveling between the Pomona and Claremont clinics? Or is the requirement strictly limited to the interior footprint of the buildings?	Yes, coverage across multiple facilities is being requested, however not while traveling between clinics or locations. Coverage should be seamless while at any of the buildings, parking lots and adjacent outdoor areas.

19	In the event of a local facility power outage or a localized Wi-Fi/Network failure, does TCMHA require the panic alert system to have its own independent backhaul (e.g., dedicated Cellular/LTE-M) to ensure the 'campus-wide alert' still reaches 911 and off-site administrators?	Yes, vendors shall describe how alerts are transmitted during loss of primary network connectivity, including any dependencies on site power, network infrastructure, or third-party services.
20	Will the Evaluation Committee prioritize solutions that require zero 'white-listing' of devices or ongoing management of localized hardware gateways by the TCMHA IT department, in order to minimize the long-term maintenance burden?	An overall evaluation will be performed on each of the proposals and will take into consideration all implementation processes and features that are required.
21	What existing technologies (PA, video cameras, FOB systems, etc.) should the solution be able to integrate with? Please provide make/model of each system.	Currently we are using Ring Central with Polycom Phones and Maxxess fob access systems. A hub-and-spoke integration model using secure APIs that connects the panic button platform to: • Identity systems (for user/device management) • Public safety & dispatch systems • Location & mapping systems to identify the specific room or defined interior space. • IT security and logging tools
22	Can you please provide the make/model of the wireless access points used at the five locations?	Cisco Meraki MR56
23	What is TCMHA's current system for emergency notification and communication?	TCMHA staff currently use Ring central to notify the designated response team.
24	Can you please provide the floor plan maps for each of the buildings that will be covered by the solution?	We will provide floor plans for each location as well as Sq Footage.
25	Can you confirm the total number of facilities included in scope? Five (5) locations:	2008 N. Garey Ave., in Pomona 2001 N. Garey Ave., in Pomona 1900 Royalty Dr., in Pomona 1403 N. Garey Ave., in Pomona 1717 N. Indian Hill Blvd., in Claremont
26	Can you provide square footage, floor plans, and site layouts for each location?	We will provide floor plans for each location as well as Sq Footage. Please see the floor plans which is an attachment posted on our website along with the question responses.
27	Are all sites currently equipped with enterprise-grade Wi-Fi coverage?	We currently utilize Cisco Meraki MR56 at all sites.
28	Should vendors include network or infrastructure upgrades as part of the proposal?	Network or infrastructure upgrades are not part of the proposal requirements.
29	What are the requirements for data hosting (cloud vs. on-premises)?	TCMHA prefers a cloud-hosted solution and seeks to minimize on-premises infrastructure. Limited field devices (e.g., gateways, sensors, or signal receivers) shall be acceptable where required for system functionality; however, core application hosting, data storage, and system management shall be vendor-hosted. The cloud-hosted solution shall meet applicable security standards, including encryption of data in transit and at rest, role-based access controls, and audit logging.

30	What is the estimated number of users/devices at initial deployment?	Approximate 240 staff at initial deployment
31	What growth in users/devices is expected over the contract term?	The workforce is expected to grow to 300 staff by the start of the next fiscal year. We may also purchase additional buildings and will look to amend the agreement in the near future.
32	Does TCMHA have preferred device form factors (badge, lanyard, wristband), or should vendors propose options?	Preferred devices shall be wearable badges. However, vendors may propose options.
33	Are there device durability or healthcare-specific requirements (e.g., water resistance, sanitization standards)?	Ideally water resistance and battery monitoring.
34	Are there minimum expectations for battery life and replacement procedures?	Yes, battery monitoring and automated reporting is preferrable.
35	What level of location accuracy is required (building, floor, or room-level)?	Wearable panic badges shall provide room-level RTLS for indoor environments and area-level RTLS for designated exterior spaces such as parking lots, walkways, or courtyards.
36	Are vendors expected to provide indoor positioning infrastructure (BLE, UWB, etc.), or leverage existing systems?	Vendors are expected to provide all positioning infrastructure, whether GPS, BLE, LoRaWAN or a combination.
37	Are there latency requirements for alert transmission and location identification?	Yes. The system shall support real time or near-real time alert transmission and location identification suitable for emergency response use. Vendors shall describe system latency characteristics and any dependencies affecting performance.
38	Are there coverage expectations for both indoor and outdoor environments?	Yes, parking lots and adjacent outdoor areas will need to have coverage and should include a seamless process for ensuring coverage from indoor to outdoor.
39	Can TCMHA define the required alert escalation workflows (onsite response vs. external emergency services)?	In this instance, “staff assist” shall alert our internal response team and security guards. TCMHA response team is on a rotating schedule at each location, and all designated staff shall be notified. Campus-wide" alerts shall notify 911 AND our internal response team. This is intended for critical, life-safety, or severe threat situations. The system shall allow users to intentionally initiate a staff assist alert without automatically escalating to a campus-wide alert, unless escalation criteria are met.
40	What are the expectations for tiered alerts (e.g., staff assist vs. duress/emergency)?	Staff assist shall alert our internal response team and security guards via a pop-up screen or other visual to indicate room-level or exterior spaces. TCMHA response team is on a rotating schedule at each location, and all designated staff at the alert location shall be notified. Duress/emergency alerts shall notify 911 AND our internal response team. This is intended for critical, life-safety, or severe threat situations that all users can intentionally initiate.

41	Who are the intended primary responders (security, management, clinical staff, etc.)?	TCMHA response team is on a rotating schedule at each location, this includes a mix of clinical and administrative staff. All designated staff shall be notified upon activation of a wearable or portable alert button.
42	Should alerts integrate with existing dispatch or monitoring teams?	No existing systems to integrate with.
43	Are there requirements for multi-channel notifications (SMS, email, application, etc.)?	This is not a requirement, however, a pop-up screen or other visual to indicate alerts is desirable.
44	What uptime requirements or availability targets are expected?	TCMHA expects a minimum uptime target of 99.9% with high availability design; vendors shall describe SLA commitments, redundancy, and how critical alerting functions are maintained during outages.
45	What are the required response and resolution times for service issues?	TCMHA requires severity-based response and resolution times, including a 15-minute response and 4-hour resolution target for critical system outages, with 24/7 monitoring and support.
46	Is onsite support required, or is remote support acceptable?	Remote support is acceptable for most issues. However, vendors shall provide onsite support when required for hardware or infrastructure issues that cannot be resolved remotely.
47	Should vendors include ongoing monitoring and support services, such as maintenance and regular inspections?	Yes. Vendors are expected to provide ongoing monitoring, maintenance, and periodic inspections and testing to ensure continuous system performance and reliability.
48	How does TCMHA envision this solution integrating into its broader workplace violence prevention strategy?	TCMHA envisions this solution as a critical component of a broader workplace violence prevention strategy, transitioning from informal communication methods (e.g., texting and two-way radios) to a structured, reliable, and auditable alerting and response system.
49	What are the top success metrics that will define system effectiveness post deployment?	The effectiveness of the panic alert system will be evaluated based on key performance metrics, including alert delivery time, location accuracy, response time, system availability, RTLS coverage, and user adaptation, including false alert rates. Vendors shall support reporting and analytics capabilities that enable TCMHA to monitor and measure these metrics on an ongoing basis.
50	Are there specific incident response gaps or challenges this solution must address?	The proposed solution shall address current incident response gaps related to speed, visibility, communication, and coordination. Vendors shall demonstrate how their solution improves response effectiveness, situational awareness, and reliability across a range of incident types.