

Statement of Work
Short Message Service (SMS) Text Messages
Solicitation Number: 6100025991

Commonwealth of Pennsylvania
Department of Public Welfare (DPW)
Office of Income Maintenance, Bureau of Child Support Enforcement (BCSE)

I. Introduction

The Pennsylvania Department of Public Welfare (DPW) is seeking a contractor to provide SMS Gateway services – specifically, the ability to deliver individualized and general SMS text messages generated by DPW computer systems for delivery to specific client mobile phone numbers. The Bureau of Child Support Enforcement (BCSE) currently utilizes SMS text messages for communications related to child support cases, specifically, to custodial and non-custodial parents with designated mobile phone numbers. These text messages are initiated from the Pennsylvania Child Support Enforcement System (PACSES).

II. Specifications

The selected contractor will provide the following services:

- The selected contractor must provide a documented, service-based Application Programming Interface (API) allowing for the passing of both individualized and general messages and corresponding phone numbers as prepared by DPW computer systems.
- Once passed from DPW to the gateway via the provided API, messages must be dispatched immediately (or as soon as possible thereafter) or on a date and time designated as part of the message request. BCSE requires that daily messages be dispatched and received by clients anywhere from 30 seconds to 10 minutes after initiation. Messages may be submitted from DPW at any time, although it is anticipated that most messages will be submitted during daylight hours, from 6 AM to 6 PM Eastern Standard Time (EST).
- The gateway must retain the messages only as required to deliver to the intended recipient service provider.
- The gateway must provide, at no additional charge, the means to identify those phone numbers that are invalid (i.e., do not correspond to a current phone number for any cell carrier) so that the numbers can be removed from future delivery requests. Invalid phone numbers must be provided to DPW upon detection or within two business days of detection.
- The selected contractor must provide the ability to view or retrieve status information as to the final disposition of messages sent via the API – e.g., a log that shows the date and time a message was successfully dispatched, delivery failure, etc.
- The selected contractor must support the use of standard length SMS messages of 160 characters or less, as well as longer messages which may be delivered in segments of 160 characters. For pricing purposes, a message will be considered a communication of 160 characters or less.
- Production capacity for the service is estimated to be approximately 135,000 messages per month, or approximately 1,620,000 per year. Volume may grow over time, depending upon the success of the service. The selected contractor must be capable of supporting message volumes exceeding 180,000 messages per month.
- DPW will instruct clients to not respond to text messages issued through the service; however, DPW also anticipates that clients may attempt to reply to the messages. The selected contractor must offer the

capability to receive responses and to provide those responses back to DPW for review, upon request, within two business days.

- Support for the API and for the resolution of unexpected issues and invocation errors must be provided by a contractor-supplied help desk or designated point-of-contact available during DPW business hours from 6 AM through 6 PM EST.

III. Pricing Requirements

- The cost of the SMS gateway service must be reflected as a per-message fee, with the message defined as above as a communication of 160 characters or less. The per-message fee proposed by the contractor must be inclusive of all costs associated with the use of the message gateway service. This includes, but is not limited to:
 - Costs associated with delivery receipts for the message, if any.
 - Costs associated with phone number validation/lookup to confirm valid cell phone numbers.
 - Cost associated with domestic U.S. versus international messages.
- The selected contractor will only charge DPW for actual messages sent, rather than a fixed fee based upon an assumed number of messages. For example, although DPW may anticipate a surge volume of up to 20,000 messages per day, if only 5,000 messages are actually sent in a given day, DPW will only be charged for 5,000 messages.

Contractor should provide a pricing response that reflects the current anticipated production volume of 135,000 messages per month, or 1,620,000 per year, as reflected in the Cost Submittal table in RFQ 6100025991.

IV. Confidentiality Requirements

The selected contractor must comply with all statutory and regulatory requirements to maintain the confidentiality of data exchanged and must store all information in such a manner that an unauthorized person cannot access the information. The selected contractor must comply with all provisions of the terms and conditions for Master IT Services ITQ Contract, 4400004480, to include section 26, "Confidentiality" and section 35, "Sensitive Information." Contractor must also comply with the Commonwealth of Pennsylvania Business Associate Addendum, attached to this solicitation. Persons authorized to access the data must be advised of the circumstances under which access to the data is permitted and the sanctions imposed for its misuse prior to authorization.

The selected contractor agrees to protect the confidentiality of the information provided by DPW/OIM in accordance with Title 45 of the Code of Federal Regulations §303.21 and §307.13 and 23 Pa.C.S. §4304.1(d). The selected contractor shall ensure that the information supplied by DPW/OIM remains confidential and is used only for Title IV-D child support enforcement purposes.

V. Period of Contract

The contract period is anticipated to begin on April 1, 2014 or the date of the fully- approved purchase order, whichever is later. The period will expire on April 1st, 2017. DPW may extend the Purchase Order for two additional one year periods upon the same terms and conditions. DPW will notify the selected contractor of its election to exercise each renewal option in writing at least thirty (30) days prior to the expiration of the then current term, provided however, that DPW's right to exercise any such renewal option shall not expire unless

and until the contractor has given DPW written notice of DPW's failure to timely exercise its renewal option and has provided DPW ten (10) days opportunity from DPW's receipt of the notice to cure the failure. If DPW elects to exercise its renewal option, DPW will apply the same rates for services as quoted by the contractor in the RFQ submittal.

VI. Contact Information

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