



## Personnel Emergency Notification Software (PENS)

The Department of Homeland Security (DHS) established a single-award IDIQ contract for Blackberry's Personnel Emergency Notification Software, at-Hoc. The Federal Continuity Directive 1 (FCD-1) requires DHS to implement a process to contact and account for all staff in the event of an emergency. Personnel Emergency Notification Software (PENS) incorporates phone, email, text, computer, mobile application, and push alerting. The solution enables DHS to notify and account for personnel while also targeting and providing visibility into personnel status within each Component. In addition to alerting and reporting, PENS includes the ability to integrate with personnel systems and aggregate user status.

### Key Contract Vehicle Features:

- Single, enterprise-wide system across all DHS operational and support components inclusive of phone, email, text, computer, mobile application, and push alerting;
- Hierarchical configuration that allows for DHS, components, and sub-organizational units a centralized alerting capabilities at the Department level while allowing for decentralized alert capabilities, configuration, and control at the component and sub-organization levels;
- Alert repository and reporting capability;
- Role based permission to grant access;
- Ability to integrate with personnel systems and devices;
- Ability to send alerts from mobile application ;
- Ability to create, save, and schedule alert templates for reuse;
- Ability to target personnel for alerting including using system attributes, and/or geo-location and geo-fencing methods;
- Ability to issue and manage accountability notifications that aggregates user status, provide personnel and their supervisors ability to respond, provide a management dashboard of alert status, allows multiple notifications to non-respondents, and allows for hierarchical based roll up reporting;
- Ability to create, disable, edit, import, and export end users into the system;
- Ability for end users to enter contact information and to integrate with personnel data sources;
- Ability to target, share, and receive information from and between other DHS, federal, state, local, tribal, and territorial agencies;
- Software assurance, technical support, and failover capabilities.

Period of Performance (POP): Seven years (9/29/2023 to 9/28/2030)

Number of Awardees: One small business

Contractor Information:

| Contract #        | Vendor Name                |
|-------------------|----------------------------|
| 70RDAD23D00000008 | Four Points Technology LLC |