

## ADDENDUM ONE

DATE: January 21, 2010  
TO: All Vendors  
FROM: Robert Thompson, Buyer  
State Purchasing Bureau  
RE: Questions and Answers for RFP Number 3152Z1  
to be opened February 1, 2010, 2 PM Central Time

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

**Correction:** The request for contractual services form states that seven (7) copies and one (1) original copy of the RFP are to be submitted. Section I item G indicates eight (8) copies and one (1) original. Bidders should submit one (1) original and eight (8) copies.

| QUESTIONS | ANSWERS |
|-----------|---------|
|-----------|---------|

| QUESTIONS   | ANSWERS   |
|---|---|
| <p>1. The Automated Notification Service is currently cited as having 12,080 recipients, with an example of 15,000 recipients being provided for costing analysis.</p> <p>a. What are the State of Nebraska's projections for growth in the user headcount?</p> <p>b. What is the projected call volume per user?</p> <p>c. What is the projected total annual program call volume?</p> | <p>a. The current number of recipients is 12,432 (as of January 20, 2010). The recipient count on August 9, 2009 was 10681. While the State does not have a specific growth projection, State Agencies that wish to use an Automated Notification Service will be obligated to use this shared service. Additionally, the State will market this service to political subdivisions of the State. The potential exists for a significant amount of growth.</p> <p>Vendors may include, in the <b>Optional Products and Services</b> section, the pricing of recipients in numbers greater than 15,000.</p> <p>b. While the State cannot project the call volume per user, the following is a sample month:</p> <p><b>December:</b><br/> Department of Roads: 1376 messages<br/> Office of the CIO: 132 messages<br/> District Health Department: 121 messages<br/> Wayne State College: 4 messages<br/> <b>Total: 1633</b></p> <p>Message volume varies; notifications increase for the Department of Roads during snow removal, health departments for flu season, severe storm alerts in the spring for colleges, while volume tends to drop for these schools during semester breaks.</p> <p>c. The State cannot specifically project the annual call volume, but as an example the following messages were sent in 2009:</p> <p><b>January 2009 - December 2009</b><br/> Email: 8751<br/> Fax US: 1409<br/> Pager Domestic: 1<br/> Phone Domestic: 10651<br/> Phone International: 85<br/> SMS Domestic: 185<br/> <b>Total: 21082</b></p> <p><b>December 2009</b><br/> Email: 165<br/> Fax US: 202<br/> Phone Domestic: 1245<br/> Phone International: 17<br/> SMS Domestic: 4<br/> <b>Total: 1633</b></p> |

| QUESTIONS   | ANSWERS   |
|---|---|
| <p>2. What non-English languages does the State of Nebraska anticipate supporting? Will vendors be expected to provide voice talent for recordings in those languages, or will the State?</p> | <p>Languages supported in the current environment include:</p> <ul style="list-style-type: none"> <li>- English (US)</li> <li>- English (UK)</li> <li>- Spanish</li> <li>- French</li> <li>- German</li> </ul> <p>The State of Nebraska anticipates supporting, these languages.</p> <p>The State of Nebraska does require the vendor to provide voice talent for recordings other than English (in the event of technical difficulties requiring the assistance of technical support).</p> <p>The State of Nebraska does require that the Text-to-Speech notification will convert a message text to speech and pronounce it in the language with the appropriate accent. (For example, when entering a message text into a Spanish language tab when the notification is initiated the system should convert the Spanish text to speech and pronounce it in Spanish.</p> <p>Subscribers to the service will be responsible for providing translations when necessary.</p> |
| <p>3. Will Web-based or computer-based training satisfy the on-site training requirement or do you require a classroom facilitator?</p>   | <p>No, as stated in <b>General Requirements 9</b>. “The contractor will provide initial division administrator(s) on-site training at no additional charge. Free online training will be provided for future additional administrators”.</p> <p>If subscribers to the service feel the need for on-site training in a classroom setting the State would request this initial service at no additional charge.</p> <p>If subscribers wish additional on-site training, beyond the free initial training, vendors may offer that to the subscriber at a cost (pricing could be included in <b>Optional Products and Services Optional Products and Services</b> section)</p>  |

| QUESTIONS  | ANSWERS  |
|--|--|
| <p>4. Can the State of Nebraska please describe the Department of Roads' technical and business requirements for road sign interfaces, and what the annualized volume of those messages will be?</p> | <p>Web accessible traffic management software has been developed by a vendor for the eight District Operations Centers in Nebraska:</p> <ul style="list-style-type: none"> <li>- Provide a means to monitor traffic cameras</li> <li>- Post messages on electronic roadway signs</li> <li>- Monitor roadway speed sensors</li> <li>- Allow operators and engineers to monitor real time traffic conditions on roadways and affect traffic signal operations at intersections.</li> </ul> <p>This allows traffic engineers to perform the following functions thru that vendor's software:</p> <ul style="list-style-type: none"> <li>- Select lists of recipients to receive a notification</li> <li>- Generate and distribute a notification</li> <li>- View the responses from recipients</li> </ul> <p>There is a Machine Initiator account on the MIR3 production server where the custom interface software executes.</p> <p>inWebServices software provides an account on MIR3 development servers so that the custom interface can be built and tested on the MIR3 development platform.</p> <p>"inWebServices™ is MIR3's Web Service API, built on J2EE, XML, and SOAP open standards.</p> <p>Annualized volume would be dependent on population growth, severe weather conditions, accidents and other traffic hazards. The State expects to be able to initiate an unlimited number of messages.</p> |
| <p>5. Estimated Budget for this Purchase</p>   | <p>The total estimated value of the contract or projected budget for this project is not included in the Request for Proposal as the State urges all prospective bidders to respond with their most competitive bid based on their proposed solution to the project objectives as outlined in the Request for Proposal and not one based on an estimated value of the contract or projected budget.</p>  |
| <p>6. Any Extension of Bidding Deadline?</p>   | <p>No, the State does not anticipate an extension of Bidding Deadline.</p>   |
| <p>7. Any Addendum or Pre Bid meeting Minutes?</p>   | <p>No Pre Bid meetings were held. This document is Addendum One.</p>   |

| QUESTIONS  | ANSWERS  |
|--|--|
| <p>8. The RFP states that one original and eight copies of the entire proposal should be submitted. It also states the Cost Proposal should be submitted in a separate section or binder. Question: if submitting the Cost Proposal in a separate binder from the Technical Proposal, do you require the same number of Cost Proposal copies (a total of 9)?</p> | <p>Yes, a total of 9 each.</p>   |
| <p>9. What is the total number of Nebraska State Employees (members/recipients/administrators) that will be maintained in the emergency notification system for notification purposes?</p>   | <p><b>General Requirements 11:</b> The automated notification service will allow for the creation and storage of an unlimited number of recipient groups and permit any number of recipients to belong to any number of groups.</p> <p>The current number of members/recipients/administrators is 12,432 (1/20/10). The State expects this number to grow.</p> <p>It is important to note that not all members/recipients/administrators are Nebraska State Employees. Those that subscribe to the service are political subdivisions of the State of Nebraska. Those being notified by these subscribers include customers, vendors, students and those that have an association to these subdivisions.</p> |