

## Attachment One Detailed Requirements Matrix RFP 4605 Z1

**Bidder Name:** \_\_\_\_\_

Each of the items in the Detailed Requirement Matrix in the table below requires a response of one of the following options: “Yes”, “3rd Party”, “Next Release”, and “No”. Bidders must respond to the Detailed Requirements Matrix using the matrix format provided and must not reorder the requirements.

The bidder’s response must provide enough detail in narrative form to allow the Evaluation Committee to score the bidder’s approach to each technical specification.

Only one box may be checked per requirement. If software demonstrations are requested, you may be asked to demonstrate each item marked as “Yes”.

The Bidder Response box should be completed if the response to the requirement is “Yes”, “3rd Party”, or “Next Release”. Bidders may also use it with No responses if desired. Bidders must provide a response directly in the matrix, using as much space as needed. Explain each response and describe how the proposed solution meets each requirement. Responses do not need to be limited to one line.

Below is a brief definition of each response option. Bidders should carefully read the response definitions as these responses, as well as the entire response to this RFP, will become part of any resulting contract with the awarded contractor.

Yes	Yes, requirement is met and demonstrable in the current release of the product(s) proposed in the bidder’s response to this RFP, without manipulation of fields, forms, or the need to add fields or tables to the system.
3rd Party	This requirement is met through the use of a 3rd Party Vendor’s product, which is included as part of this proposal. Costs associated with 3rd Party products used to satisfy any requirement must be included in the fixed price cost of the proposed solution.
Next Release	This option should only be used if the requirement will be part of the next release of the product(s) included in the proposed solution. To meet the criteria for using this response, the “next release” must already have an established release date and a published list of what will be included in this release that includes the specific requirement. Established release date must not exceed 6 months from date of proposal.
No	No, the requirement is not or cannot be met by the product(s) included in the proposed solution. A response of “No” to a requirement does not eliminate the bidder’s proposal from consideration. All proposals meeting the mandatory requirements set forth in Section II.N will be evaluated and scored by the evaluation committee. The “No” option is also appropriate when a requirement can be met through a separate module or if the module is not included in the fixed price cost proposal. In the above scenario, it is recommended that the bidder note this in the “clarification” section for the requirement and include pricing, if available in Appendix A – section - Optional Products and Services.

General Service Requirements		Yes	3rd Party	Next Release	No
1.1	The MNS must be able to launch notifications through any and all of these modes a. Telephony calls to Wired phone, fax machine or wireless mobile devices b. Text to wireless mobile devices c. E-mail d. Social media sites such as Facebook and Twitter e. Common Alerting Protocol (CAP feed) f. RSS feed g. TTY for hearing impaired h. scheduled calendar event i. if bidder has more modes available, please list in the space provided below.				
Bidders Response					
1.2	The MNS must have a minimum of two (2) geographically separated locations by at least 250 miles for message delivery available at all times. Both must be fully stand-alone, and provide true calling redundancy, and must have the capability to access a minimum of two (2) geographically separated locations by at least 250 miles alternate call server locations, with onsite redundancy per each system.				
Bidders Response					
1.3	The MNS must be available 99.999% of the time.				
Bidders Response					
1.4	The MNS must include 24x7x365 system support, no queue, and no wait customer service/help desk.				
Bidders Response					
1.5	The MNS must ensure that the database is PII compliant.				
Bidders Response					
1.6	System upgrades and security patches for the MNS must be provided at no additional cost to the State.				
Bidders Response					

1.7	The MNS must be capable of being securely accessed by designated division administrators for initiation via any and all of the methods listed below: a. Any internet connection, including dial-up or satellite without any additional software b. Telephone Live support with no waiting cue. c. Email d. Mobile devices				
Bidders Response					
1.8	The system must support the establishment of multiple notification subdivisions/groups for each division.				
Bidders Response					
1.9	The MNS must allow individual administrators and recipients to designate multiple devices to receive notifications.				
Bidders Response					
1.10	The MNS must permit recipients to respond immediately on any two-way device (phone or email) as well as provide a call back response number for one-way devices like fax machines and one-way pagers.				
Bidders Response					
1.11	The MNS must be IPAWS compliant.				
Bidders Response					
1.12	All MNS access must be compatible with existing equipment without any modification, reconfiguration or additional hardware.				
Bidders Response					
1.13	The MNS must allow multiple administrators to make simultaneous outgoing calls.				
Bidders Response					
1.14	The MNS must have Common Alerting Protocol (CAP) and RSS outputs.				
Bidders Response					
1.15	The MNS must have the ability to convert text to speech.				
Bidders Response					

1.16	<p>The MNS must be able to receive multiple responses such as touch-tone signals to initiate further actions.</p> <p>These actions must include:</p> <ul style="list-style-type: none"> <li>a. Initiate a new notification upon selection of that response</li> <li>b. Escalate the event upon selection of that response</li> <li>c. Select a response that must automatically connect to a specific phone number,</li> <li>d. Instantly join a live conference call</li> <li>e. Transfer the notification to another person if the recipient is unable to respond.</li> </ul> <p>If additional responses are available, please list in the space provided below:</p>				
Bidders Response					
1.17	<p>The proposed MNS must not disrupt existing network security already in place, and must operate at a minimum of the 2048bit-key encrypted NSA (National Security Agency) standards.</p>				
Bidders Response					
1.18	<p>Selectable access and security must be provided for administrators to control all user functions (Example: one user may be allowed to perform all functions; while others may be limited to performing restricted functions such as access only to update call lists, or only to view notifications in progress but unable to modify or end an alert).</p>				
Bidders Response					
1.19	<p>State of Nebraska data must never be sold, transferred, shared, or otherwise used for any other purpose than for explicit use by the MNS. Likewise, the data must never be reviewed for data harvesting or any other type of metric analysis other than explicitly required for operation of the MNS.</p>				
Bidders Response					
1.20	<p>State of Nebraska data is the property of the State of Nebraska and remains so throughout the life of the contract to include any and all renewals and/or extensions. All data will be returned immediately at the end of the contract to the State of Nebraska. No copy of the data will be retained by the contractor.</p>				
Bidders Response					

Message Management Requirements	Yes	3rd Part	y Next Rele ase	No
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2.1	A message initiator must have the ability to create and send a simple notification in under two (2) minutes.				
Bidders Response					
2.2	All administrators must be required to have a user name and password and a role description defining their scope of authority, division, and limits.				
Bidders Response					
2.3	The MNS must allow message initiator to send notifications to an unlimited number of recipients.				
Bidders Response					
2.4	The MNS must allow designated division administrators to send pre-scripted or ad hoc emergency action messages using a web-based interface				
Bidders Response					
2.5	Message initiators must be able to contact the notification service through a designated website or through a toll-free telephone number to a 24/7 operations center maintained by the contractor. It must be possible to immediately speak with an operator who can: a. Follow instructions to initiate an alert b. Determine the scope of authority, division, and limits of the caller				
Bidders Response					
2.6	The MNS must include multiple methods to initiate messages. The message initiator must be able to: a. Dictate a message to an operator b. Record a voice message by telephone or Internet c. Type a text message using an Internet or a telephone text-messaging device. d. Live operators or the system software must be able to convert text messages to highly intelligible speech.				
Bidders Response					
2.7	The MNS must have the ability to issue multiple notifications modes simultaneously with a single action.				
Bidders Response					
2.8	The message initiator must have the ability to define the duration of the notification. (example: after one hour of attempts to contact recipients the notification must be terminated)				
Bidders Response					

2.9	The MNS must include a series of web based templates for emergency messages which user divisions can modify which can be used and to initiate messages.				
Bidders Response					
2.10	The system must allow for unlimited notifications to be created and stored for immediate activation with the ability to quickly edit notifications ad hoc.				
Bidders Response					
2.11	The message initiator must have the ability to define the type of message (broadcast, first response, round robin, etc.) and the frequency of calling recipients' devices.				
Bidders Response					
2.12	The MNS user interface must allow for: a. the simple creation of notifications b. the selection of notification recipients or groups and c. the ability to edit any portion of the notification prior to sending				
Bidders Response					
2.13	Message initiator must be able to have scheduled scenarios automatically delivered based on day of month or time of day, where scheduled call-outs can be classified as a recurring activity (Examples: monthly system tests, bi-weekly event postings).				
Bidders Response					
2.14	The MNS must have the capability to transmit pre-recorded voice messages or ad hoc messages of any length between 10 seconds and three minutes.				
Bidders Response					
2.15	The MNS must allow the notification to provide recipients with response options that must immediately connect them to an administrator-defined phone number, such as a help desk or conference call bridge.				
Bidders Response					
2.16	The message initiator must have the ability to listen to the text to speech message before the message is initiated.				
Bidders Response					
2.17	The message initiator must have the ability to set the delivery speed/throttle rate for telephony type messages to be sent.				
Bidders Response					

2.18	The MNS must have the ability to store special pronunciations in the system so that when a word is typed in an outgoing message the word is pronounced as phonetically stored in the system.				
Bidders Response					
2.19	The MNS must have the ability to address the recipient by user name as a greeting at the beginning of the message as a default setting.				
Bidders Response					
2.20	The MNS must have the ability to set default message sending methods by division or group. Example: a specific group could always default to: "round robin" method unless overridden at the time the message was initiated.				
Bidders Response					
2.21	The initiator of a message must have the ability to override device preferences. (Example: the administrator must have the option to call "work phones only" during a notification even though the primary device listed in a recipient preference is "mobile phone" the only device called for this recipient in this example would be "work phone")				
Bidders Response					
2.22	The MNS must have the ability to include rich media attachments on email notifications.				
Bidders Response					
2.23	The message initiator must have the ability to control how call-outs must be terminated, including but not limited to : a. All recipients defined for notification have been reached b. The predetermined time period comes to an end c. A selected number of unsuccessful attempts to reach a recipient has been reached d. A pre-determined number of recipients from a larger list have been notified e. Pre-determined positions have been filled by desired number of personnel f. The callout is stopped manually				
Bidders Response					
2.24	The MNS must be able to receive a response from two way devices to confirm a message has been delivered. Explain the methods.				
Bidders Response					

2.25	The MNS must be able to receive polling information (Example: “press one for Available, press 2 for Deployed, or press 3 for Out of Service”). This ability must be available in some form for all two-way devices and a call back method must be available for one-way devices.				
Bidders Response					
2.26	The MNS must have the option of allowing the recipient to hear the message repeated. (Example: “press zero to hear this message repeated”)				
Bidders Response					
2.27	There must be a feature that requires a PIN or other authorization of receiver for secure messages before delivery. (Example: “enter your PIN to listen to this message”). If additional authorization criteria is available, please list:				
Bidders Response					

Contact Management Requirements		Yes	3rd Party	Next Release	No
3.1	The MNS database must be capable of allowing system administrators to add or delete contact numbers from the main database or any databases created by the same administrator at any time and provide an audit trail to search and inspect changes and deletions.				
Bidders Response					
3.2	The MNS must have the ability to import contact information from any database via secure file transfer protocol.				
Bidders Response					
3.3	The MNS must offer (as an option to divisions that require the additional service) a solution that must automatically synchronize the division's contact list with the system database.				
Bidders Response					
3.4	The MNS database must be able to store unlimited devices per database contact and should allow a different calling order of these devices depending on the time of day (location schedule). (Example: recipient might designate a work phone as the primary device between 0700 and 1800hrs, a home phone as primary device between 1800 and 2400hrs.)				
Bidders Response					
3.5	The MNS must allow for each political subdivision and its separate departments or entities to open unlimited sub-accounts with their own secure password and identification.				
Bidders Response					
3.6	Division administrators must have the ability to control access to each of their databases or to subsets of data within their databases.				
Bidders Response					
3.7	The MNS must be capable of storing: a. An unlimited number of call recipients b. data for each recipient in unlimited number of notification groups or lists c. updates or changes to recipient information and have those changes reflected in repeated records for every notification group where the recipient is listed.				
Bidders Response					
3.8	Administrators must have access to and be able to modify all user profiles.				

Bidders Response				
3.9	MNS must allow administrators to add, update, and delete recipients individually or through an online import process quickly and easily.			
Bidders Response				
3.10	Recipients must have the ability to login to the service in order to update device information if administrator assigns these permissions.			
Bidders Response				
3.11	Administrators must have the option to give recipients the ability to opt in or out of receiving notifications.			
Bidders Response				
3.12	The MNS must allow for editing of groups, subgroups and management levels to be unlimited.			
Bidders Response				
3.13	Layers and types of security must be provided for all user functions (one user may be allowed to perform all functions while others may be limited to performing restricted functions such as roster updates.)			
Bidders Response				
3.14	All State of Nebraska data base information must remain in the continental United States even for redundancy or backup purposes.			
Bidders Response				
3.15	MNS provider must have an internet based self-registration page or provide a link from an agencies specified website to same type of page. Self-registration site must have ability to enroll and register their enrollment date, name, address, at least three cell phone numbers per enrollee, cell phone of highest priority and selection from a predefined list of at least ten notification event types. All Enrollment information data fields must be searchable and sortable. User name and password can be synced with existing databases such as Active Directory. System enrollment webpage must include agreement language, acknowledgment of use, explanation of system use, limitations of system and enrollee requirements. Also allows users to un-enroll voluntarily at any time.			
Bidders Response				

System Reporting Requirements		Yes	3rd Party	Next Release	No
4.1	The MNS must be capable of sending real time email reports to predetermined recipients.				
Bidders Response					
4.2	Real-time reports of all message delivery attempts, confirmations, and polling results must be available by internet once a notification has been sent.				
Bidders Response					
4.3	MNS reporting must be capable of providing notification content.				
Bidders Response					
4.4	MNS reporting must be available to view or upload to other reporting databases.				
Bidders Response					
4.5	MNS reporting must be downloadable to a single file report delivered in a CSV format.				
Bidders Response					
4.6	MNS reporting must be searchable by all data fields.				
Bidders Response					
4.7	MNS reporting must be capable of providing all attempts with specific results to include: a. Recipient response action b. Message left in voicemail c. Disconnected d. Busy e. Failed notification f. Summary of responses g. Time notification was closed				
Bidders Response					
4.8	MNS reporting must be capable of providing recipient list.				
Bidders Response					
4.9	MNS reporting must be capable of providing time of transmit to each device by each recipient.				
Bidders Response					
4.10	MNS reporting must be capable of providing a detailed monthly census per division of the maximum number of enrolled contacts.				
Bidders Response					

Other Requirements		Yes	3rd Party	Next Release	No
5.1	MNS must have a GIS mapping capability to enable sender to identify and outline geographic areas to receive specific notifications using at a minimum: a. Zip code b. Radius, polygon or other predefined geographic shape c. Free form, curser-drawn outline of user specific area d. Use of pre-drawn GIS generated boundary file such as political subdivisions or other				
Bidders Response					
5.2	MNS must have automated NWS alert capabilities available.				
Bidders Response					
5.3	The MNS must have a minimum of at least three language translation capabilities to include English, Spanish and French. If more are available, list in the space provided below.				
Bidders Response					
5.4	The MNS provider must have provided similar services for similar sized customers for a minimum of six (6) years.				
Bidders Response					
5.5	A monthly test of each message delivery mode to at least twelve (12) or more recipients by each political subdivision must be included at no additional cost including any new political subdivision subscribers added after the start of the contract.				
Bidders Response					
5.6	The proposed MNS software must be quoted and be supported as a standard existing and working product from the contractor , not as custom programming.				
Bidders Response					
5.7	The system should be simple to use and should not require extensive training.				
Bidders Response					
5.8	The bidder must identify who controls or owns the product.				
Bidders Response					
5.9	The bidder must identify what components or elements are leased or partnered.				

Bidders Response				
5.10	The bidder must identify who owns the elements that are leased or partnered with.			
Bidders Response				
5.11	The contractor must not require the State or any agency subscribing to the Service to purchase any new additional hardware, software or maintenance to sustain functionality.			
Bidders Response				
5.12	All bidders must include in their proposal response a description of the proposed method of importing the current user data from the current MNS.			
Bidders Response				
5.13	Bidder must make initial training available for administrators and message initiators available for each division of the MNS. Additionally the bidder must provide additional online administrator training to account for turnover and growth to each division at least twelve (12) times per year as needed.			
Bidders Response				