|  |
| --- |
| SOLICITATION ADDENDUM FOUR  QUESTIONS AND ANSWERS |

**SOLICITATION NUMBER: 122777 O5**

**Network Manager Services**

**Opening Date: October 23, 2025, 2 pm CST**

**Addendum Effective Date: October 3, 2025**

#### Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned solicitation. The questions and answers are to be considered as part of the solicitation. It is the responsibility of bidders to check the State Purchasing Bureau website for all addenda or amendments.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Question Number | ITB  Section  Reference | ITB  Page Number | Question | State Response |
| 1. | V.D., Current Financing Model, 2 | 27 | Please confirm that the following financial solution complies with Nebraska Revised Statute 84-1205, which requires “operation and maintenance of the portal from revenue generated” and Section D (Current Financing Model) of the RFP which states that the "The Portal is primarily funded through a self-funding model" but "The Network Manager may charge a fixed hourly rate for certain time and material" activities. | Time and materials projects are a component of Portal operations, but funding from Portal Fees must be the primary funding source.  The incumbent Vendor reported that as of October 31, 2024, 99.2% of all the incumbent Vendor’s revenue in 2024 came at no cost to the State and that 10 projects (out of 278 projects) were funded on a time and material basis. |
| 2. | V.M – Software Ownership and Licensing | 37 | In regard to the answer to question 11 from Round 1 of Q&A, what are the exceptions (in terms of software ownership) outlined in the incumbent Vendor’s contract that the State is NOT entitled to? | Section II. O. of the incumbent Vendor’s contract provides details regarding the State’s license to all software currently utilized in operating the Portal. Electronic Services and third-party software are excepted from the license. There is a list of Electronic Services in the incumbent Vendor’s contract. Electronic Services is defined in the incumbent Vendor’s contract to include commercial, readily available services provided through hardware, software and network infrastructure hosted by the Contractor's parent, or another of its affiliates, that enable applications developed by the Contractor or any of its affiliates, to authorize and capture credit and debit cards for payments; and to process all other forms of electronic funds transfer, and to manage the registration of Users and the online transaction logging data, and the billing and collection of funds, for Network Users of fee services. It includes the services set forth on Exhibit E to the incumbent Vendor’s contract. The incumbent Vendor’s contract is numbered 84687 O4 and can be found online in the State Contracts Database: <https://statecontracts.nebraska.gov> |
| 3. | V.O. Transition Plan Requirements | 38 | Can the State confirm that the incoming vendor will be authorized to propose and prioritize the sequence of service and website transitions, subject to review and approval by the NSRB (i.e., the incumbent vendor is informed of the transition order and not a deciding party) | The selected Vendor will work with the NSRB, the Partner, and the incumbent Vendor to establish the sequence of service and website transitions. The transition sequence will be subject to final approval by the NSRB. |
| 4. | V.D., Current Financing Model | 27 | Is there a limitation on the total amount of work that can be billed under the time and materials rate card for this contract? | Time and materials projects are a component of Portal operations, but funding from Portal Fees must be the primary funding source.  The incumbent Vendor reported that as of October 31, 2024, 99.2% of all the incumbent Vendor’s revenue in 2024 came at no cost to the State and that 10 projects (out of 278 projects) were funded on a time and material basis. |
| 5. | V.D., Current Financing Model | 27 | Can the State confirm whether the time and materials rate card applies to all categories of work (including maintenance and operations (M&O), enhancements, website migration, and new service development)? If not, which activities does the rate card apply to? | Time and materials projects are a component of Portal operations, but funding from Portal Fees must be the primary funding source to support all categories of work.  The incumbent Vendor reported that as of October 31, 2024, 99.2% of all the incumbent Vendor’s revenue in 2024 came at no cost to the State and that 10 projects (out of 278 projects) were funded by time and materials.  Situations where time and materials projects may be appropriate include projects that bring in no transactional revenue and cannot otherwise be supported by existing Portal revenue. When projects are funded on a time and materials basis, there may be ongoing maintenance costs funded on a time and materials basis, when agreed to by the Partner, the Network Manager, and the NSRB. |
| 6. | Appendix C Network Revenue and Transactions | N/A | The amount of Network revenue retained by the specific agency (i.e., Agency Share) is not indicated. Can the State provide an update to Appendix C (Network Revenue and Transactions) where this column has been inserted? | Appendix C to the RFP, as provided, shows the Network Manager's share of revenue. In most cases, Partners receive an amount designated in statute to support their activities and operations. Portal Fees are separate fees established to support the operations of the Portal. |
| 7. | 1 Final RFP | Pages 10, 16 and 22. | The RFP provides an Exception table for T&Cs, Vendor Duties, and Payment. Can we use our own combined version/format of this, or does it need to be completed in the format provided to us? | See Page 10 of the RFP, the first paragraph of Section II, including numbers 1-3. A Bidder may provide responses in a separate attachment as long as the bidder provides the required information listed in 1-3 of the exceptions directions. |
| 8. | Scope of Work 1.C | 28 | Will there be a defined testing team from the customer side to sign off on testing validation? | Yes, Partners determine who the key participants in their projects are and perform testing and sign-off on projects prior to launch. |
| 9. | Scope of Work E.1.i | 29 | With regards to the partner database references - will the be expected integrations that will require write access to these database for bi-directional integrations? | Yes. The selected Vendor must be flexible in offering integration methods and middleware tools that are compatible with Partner software and Systems, acceptable to the Partner, and in compliance with NITC Standards. |
| 10 | Scope of Work E.1.v | 29 | Will there be a prioritized set of multi-lingual requirements by language? | Services are developed as requested by Partners. Partners may require multiple languages as necessary to ensure meaningful access to services and programs. |
| 11. | Scope of Work K.9 | 36 | Is there a date range for any historical data that is expected to be managed in the new solution? | Generally, the Portal is not the ultimate database of record for the Partner’s records. However, it is likely that some data will need to be migrated to maintain continuity of operations and application function. The Network Manager will work with Partners to identify any data that will need to be migrated and managed as part of the transition planning and process. |
| 12. | 1 RFP FINAL | 35 | Will the NE Dept of Administrative Services relax the mandatory SLA requirement of ~99.87 uptime? | Bidders should provide a solution that meets the requirements of the RFP. The RFP requires all sites to be Tier IV under the guidelines set forth by the National Uptime Institute. Bidder should submit with their solicitation any service level agreement or similar documents that the bidder wants incorporated in the Contract for consideration. |
| 13. | Solicitation Addendum Two Issued on 9/10/25 | 3 | Line 7 of the Solicitation Addendum, posted on September 10th, states that a $15,000,000 cyber liability is required. Will your organization accept insurance coverages that do not meet the specified coverage limits? | As provided in Section III.J. of the RFP, $15,000,000 in cyber liability insurance is required. The insurance requirements are subject to limited negotiation. Negotiation typically includes, but is not necessarily limited to, the correct type of coverage, necessity for Workers’ Compensation, and the type of automobile coverage carried by the Vendor. |
| 14. | Appendix A | N/A | Many unique applications require a username/password to log in. Would you be able to provide details on the nature of these applications? Would we be able to receive more comprehensive technical documentation on these unique applications? | Bidder should review Appendix A. Clicking on the links provided may prompt for login information. Available documentation will be provided to the selected Vendor as part of the transition process. |
| 15. | SOLICITATION ADDENDUM TWO 9.10 FINAL | 10 | The answer to Question 34 states, “Some Applications are on proprietary low-code/no-code platforms and will likely need to be replatformed or custom built.” Can you provide a rough order of magnitude (and ideally a list) of the applications that are considered proprietary and will require replatforming or rebuilding? Without this information, providing accurate pricing and transition timelines may prove impossible. | All applications and websites listed in Appendices A and B may need to be rebuilt, replatformed, or integrated with an alternate service provider (e.g. payment processing). For some services, escrowed source code is available. As part of the transition process, or for subsequent upgrades of the applications and websites, the Network Manager will need to make recommendations to the NSRB whether to use the existing code, rebuild, replatform, or integrate with a new service provider. Bidder may review Appendix E in the incumbent Vendor’s contract to identify types of Electronic Services (See question 2). |
| 16. | Section V. I. 1 | 35 | “The Network Manager will fund all up-front and ongoing investment and operational costs.” Can you clarify if the Network Manager will receive payment for the cost to migrate, replatform, or rebuild any of the websites or applications in scope for this project? Or is the expectation that they will be paid based on the funding model in Section V. Paragraph D? | The expectation is that the cost to migrate, replatform, or rebuild any of the websites or applications in scope for this project will be based on the funding model in Section V.D. of the RFP. Time and materials projects are a component of Portal operations, but funding from Portal Fees must be the primary funding source. In most cases, the Network Manager builds a Portal service and recoups the cost of developing the service over time through receipt of Portal Fees. |
| 17. | V.E. 5.29-5.30 | Various | Does the live customer support need to be provided in any languages other than English? | Translation services may be required. Services are developed as requested by Partners. Partners may require support in languages other than English if necessary to ensure meaningful access to services and programs. |
| 18. | V.O – Transition Plan Requirements | 38 | The RFP states that the transition of all applications and services must occur within 12 months; however, in the first round of questions, there was a response that indicated there may be up to a 30-month transition period (Question 8), but then in another response, it again indicated 12 months. Is the expected implementation and transition timeline 12 months or 30 months? | All applications and services must be transitioned before the end of the term of the incumbent Vendor’s contract. The expected implementation and transition will take place over a 12 to 30 month period. |
| 19. | RTM 25 | 11 | Are there specific areas where the State is seeking innovation or efficiency improvements, such as AI-driven services or advanced user interfaces? | The State is seeking to bring innovation and efficiency to the Portal. Bidders and the Network Manager throughout the term of the Contract should make recommendations to the NSRB on ways to bring innovation and efficiency to the Portal. |
| 20. | Transition Plan Requirements | 36 | Will the state retain access to legacy system source code and rights to existing, legacy applications after the contract with the incumbent network manager expires? | Upon expiration or termination of the incumbent Vendor’s contract, a copy of the software, as it exists upon such date, will be delivered to the State from the escrow account within thirty (30) calendar days.  In order for the new Network Manager to receive escrowed materials, the Network Manager would have to agree to the following (as required by Contract 84687 O4):   1. Protect the software from use inconsistent with the incumbent Vendor’s license or disclosure;   ii. Keep the software and related documentation confidential,  iii. Agree not to prepare products utilizing any portion of the incumbent Vendor’s software for anyone other than the State, which will compete with the software for a period of twelve (12) months,  iv. Provide for injunctive relief from any violation of this section,  v. Include a list of software applications covered by the software license; and  vi. Provide that any and all modifications made to the software by or on behalf of the State shall remain the property of incumbent Vendor, but shall automatically be licensed to the State under the same terms and conditions as the software is licensed.  Certain Electronic Services and third-party software are excepted from the escrowed materials. See Question 2 for more information. |
| 21. | Requirements Traceability Matrix  Part V. Section E. Scope of Work | RTM 4 | “Integrating with existing data sources and a description of any data management systems used by the bidder.”  Can the state provide a list of what those existing data sources are (i.e., databases, web services, etc.)? | RTM 4 of Attachment A to the RFP asks Bidder to describe Bidder’s experience integrating with existing data sources and a description of any data management systems used by Bidder.  Available data source information will be provided to the selected Vendor as part of the transition process. |
| 22. | Appendix A | n/a | Do any of the applications listed in Appendix A today make use of a business rules engine for complex decision making/routing as part of their workflow process(es)? | Yes, some applications listed in Appendix A leverage rules-based engines to support agency operations. |
| 23. | D. Current Financing Model | 26-27 | What are your current licensing and O&M costs for the existing portal solution? | To date, the State has not paid licensing costs for the existing Portal solution.  Operation and management costs are funded through Portal Fees. Portal Fees must be the primary funding source for Portal operations and maintenance. |
| 24. | D. Current Financing Model | 26-27 | Does your incumbent have the ability to use your data for commercial purposes, and if so, are you looking to end that usage? | No, the incumbent Vendor does not have the ability to use State data for commercial purposes outside of receipt of Portal Fees. However, there are State statutes that permit purchase of certain State bulk data by third parties subject to limitations established by statute or by the Partner. |
| 25. | D. Current Financing Model | 26-27 | What are the per-transaction costs that are paid by the state? | The State is not paying per-transaction costs. Portal Fees are established in agreements between the NSRB, Partner, and Network Manager. Portal Fees are typically paid by Users of Portal services. In some cases, a Partner has opted to pay the Portal Fee instead of passing it on to the User. |
| 26. | 2. Technical Response (Attachment A) | 7 | How does the State quantitatively apply the preference provided under Neb. Rev. Stat. § 73-107 for resident disabled veterans or businesses located in designated enterprise zones when determining award to the lowest responsible bidder? | As stated on page 7 of the RFP, preference will only be given if all other factors are equal. If two bidders are essentially to tie and both have preference the tie would move on for a typical tie braker scenario. |
| 27. | T. AWARD | 8 | Will the State clarify its intention with respect to making a single award, given the broad discretion reserved under Section T (Award) to issue partial, multiple, or combined awards, and further confirm whether it will accept proposals submitted on an “All or None” basis to responsibly prevent fragmented awards that could create an untenable performance scenario? | The State is seeking a Network Manager to provide infrastructure and services needed to operate, manage, and expand the Portal, which allows citizens and businesses online access to public records and electronic government information and services.  Section I.T. is standard language. It is the State’s intention to award one contract to a single Vendor; however, per section I.T., the State reserves the right to make multiple awards if necessary. |
| 28. | Comprehensively Inclusive of the Solicitation Requirement | N/A | Please clarify whether the resulting contract limits compensation strictly to the self-funding model (80% Margin Services/20% NSRB allocation) and fixed hourly rates for time-and-materials projects, and further confirm that supplemental compensation through time-and-materials projects is intended to encompass and fully compensate the contractor for all transition activities necessary to establish the Portal in a self-funding condition. | Funding from Portal Fees must be the primary funding source, including for transition activities. In most cases, the Network Manager builds a Portal service and recoups the cost of developing the service over time through receipt of Portal Fees. Time and materials projects are a component of Portal operations, but not the primary source of funding. Other sources of funding, including but not limited to grants, may be made available to support the Portal at the discretion of the NSRB. |
| 29. | V.K – Technical Overview | 35 | Describe your requirements for NIST 800-207 Zero Trust Architecture implementation. | All services provided by the Network Manager must be provided in compliance with the most current version of the State’s NITC Technical Standards and Guidelines (NITC Standards). The NITC Standards are available at: <https://nitc.nebraska.gov/standards/>  Services are developed as requested by Partners. Partners may require compliance with standards applicable to the data or information received or processed. In addition, the NITC Standards reference and incorporate other compliance standards. The selected Vendor will have to discuss these requirements with the relevant Partner on a project-by-project basis, and comply as specified by the Partner. |
| 30. | V.K – Technical Overview | 35 | Provide your timeline expectations for quantum-safe cryptography migration. | All services provided by the Network Manager must be provided in compliance with the most current version of the State’s NITC Technical Standards and Guidelines (NITC Standards). The NITC Standards are available at: <https://nitc.nebraska.gov/standards/>  Current NITC Standards can be revised by the NITC at any time. The Network Manager may be required to implement new technology that addresses future cybersecurity risks such as implementing quantum cryptography standards. Any timeline for implementation would be subject to approval by the NSRB. |
| 31. | V.K.9 – Data Security Requirements | 36 | List specific ransomware recovery time objectives and immutable backup requirements. | All services provided by the Network Manager must be provided in compliance with the most current version of the State’s NITC Technical Standards and Guidelines (NITC Standards). The NITC Standards are available at: <https://nitc.nebraska.gov/standards/>  See V.R. Penalty, which also applies to any loss of functionality due to ransomware recovery.  In responding to RTM 15 in Attachment A, Bidder should describe any applicable certifications or authorizations Bidder will maintain in operating the Portal. This may include, but is not limited to, International Organization for Standardization (“ISO”) 27001, ISO 22301, Federal Risk Authorization Management Program (“FedRamp”), or a System and Organization Controls (“SOC”) 2 attestation.  While the RFP refers to nightly backups, the Network Manager will discuss backup requirements with Partners and may be required to perform backups more frequently than nightly, upon Partner request. All backups must be encrypted while in transit and while at rest. Backups will be maintained for the period of time designated by the applicable Partner or NSRB.  .  Upon request, the Network Manager will provide a report to the NSRB or Partner when testing is conducted for backups, failovers, and disaster recovery. |
| 32. | V.K – Technical Overview | 35 | Describe AI/ML-powered threat detection capabilities you expect from the Network Manager. | The Network Manager will maintain and comply with a plan for performance monitoring and problem resolution that ensures the Portal is operational 24 hours a day, 7 days a week, allowing for reasonable time for Portal Maintenance, as specified in the RFP.  It is expected that cybersecurity be provided by the Network Manager through leading-edge technology.  The Network Manager may be required to provide Artificial Intelligence (AI) Machine Learning (ML) detection capabilities to meet uptime requirements. |
| 33. | V.R – Penalty | 39 | Provide performance requirements during DDoS attacks and security scanning operations. | The Network Manager will maintain and comply with a plan for performance monitoring and problem resolution that ensures the Portal is operational 24 hours a day, 7 days a week, allowing for reasonable time for Portal Maintenance, as specified in the RFP.  It is expected that cybersecurity be provided by the Network Manager through leading-edge technology.  The Penalty provisions in the RFP apply to loss of functionality for DDoS attacks and security scanning operations.  The Network Manager will conduct monthly vulnerability scans of all Partner websites and applications, and penetration tests when requested by a Partner or the NSRB. The Network Manager will provide results of such scans and tests to the Partner or NSRB upon request. In responding to RTM 15 in Attachment A of the RFP, the Bidder should describe how Bidder will provide notifications to the NSRB and Partners when Portal services are experiencing performance issues or loss of functionality. |
| 34. | V.K – Technical Overview | 35 | Describe peak surge capacity requirements (e.g., 10x normal load during tax deadlines). | Regular increases in traffic occur during certain times of the year for all services, and peak surge times vary by Partner application. The Network Manager will discuss these surge times with the NSRB and relevant Partner on a project-by-project basis and reasonably manage resources to maintain Portal operations and application performance.  Annual load tests will be completed by the Network Manager, and a report will be given to the applicable Partner or NSRB upon request. Website and application performance must be consistent with a Tier IV datacenter.  The Network Manager will cooperate with Partners to set up analytics tools for websites and applications and provide access to such tools upon request of the Partner or NSRB. |
| 35. | V.O – Transition Plan Requirements | 38 | List services requiring zero-downtime migration from the incumbent. | The Network Manager must provide a transition plan within 30 days of the commencement date of the Contract to assume responsibility as the Network Manager.  The Network Manager must transition services with no interruptions or service degradation. Any exceptions to this requirement would need to be approved by the Partner on a project-by-project basis. |
| 36. | V.D – Current Financing Model | 27 | Describe acceptable vendor risk allocation for collection failures and fraud losses. | See V.E.3.h., V.E.3.i., and V.E.3.m. See also II. M. |
| 37. | V.J – Regulation of Portal Fees | 34 | Provide alternative fee structures Partners have requested beyond the 80/20 model. | The 80/20 split applies to the Portal Fees which are split between the Network Manager and the NSRB. Partners have not requested alternative fee structures. |
| 38. | V.H – Performance and Strategic Planning | 32 | List measurable Nebraska economic impact metrics the Network Manager must achieve. | The Portal operates primarily using a self-funding model, without increasing the tax burden on the citizens of Nebraska, and leverages revenue-generating services to provide funding for non-revenue-generating services. Additional metrics may be established through development, review, and approval of the Network Manager’s annual business plan. |
| 39. | V.K.9 – Data Security Requirements | 36 | Describe IRS Publication 1075 requirements for state tax data handling. | Publication 1075, Tax Information Security Guidelines for Federal, State, and Local Agencies, provides guidance to ensure the policies, practices, controls, and safeguards employed by recipient agencies, agents, or contractors adequately protect the confidentiality of Federal Tax Information (FTI). The selected Vendor will discuss these requirements with the relevant Partner on a project-by-project basis and comply as specified by Partner. |
| 40. | V.K.9 – Data Security Requirements | 36 | Provide HIPAA-covered entities using Portal services and their specific needs. | Health Insurance Portability and Accountability Act (HIPAA) covered entities that use Portal services include, but are not limited to, the Department of Health and Human Services (DHHS), the Department of Veterans’ Affairs (NDVA), and local government health departments. Appendix A to the RFP provides a list of services these agencies currently have in the Portal. Health information may also be submitted to other Partners through a variety of Portal services. The selected Vendor will discuss these requirements with the relevant Partner on a project-by-project basis and comply as specified by Partner. |
| 41. | V.K.1 – Infrastructure | 35 | List data residency requirements for primary and disaster recovery sites. | Data storage, replication, and backup services must be located in the United States.  The Network Manager will create, document, and regularly test Portal backup, failover, and disaster recovery procedures. The Network Manager will conduct disaster recovery tests (including testing of the backup restoration process) at least annually, and provide the NSRB or Partners with a report on such tests and processes upon request. |
| 42. | V.E – Infrastructure | 28 | Describe automated remediation expectations for common operational issues. | Automated remediation services may be required during the term of the Contract, if required by the NITC Standards or if required for Portal operations. |
| 43. | V.R – Penalty | 39 | Provide SLA requirements beyond uptime: MTTR, MTTD, MTTC, and error rates. | The Network Manager will be responsible during the term of the Contract for providing, maintaining, and securing all Portal hardware, software, and infrastructure.  Please refer to uptime and Penalty provisions of the RFP. Bidders should submit with their solicitation response any service level agreement or similar documents that bidder wants incorporated in the Contract for consideration. |
| 44. | V.O – Transition Plan Requirements | 38 | List incumbent system technical debt creating the most operational burden. | The meaning of technical debt can vary. All services provided by the Network Manager must be provided in compliance with the most current version of the State’s NITC Technical Standards and Guidelines (NITC Standards). The NITC Standards are available at: <https://nitc.nebraska.gov/standards/> . |
| 45. | V.B – Project Objectives | 26 | Describe pending 2026-2027 legislation affecting Portal services. | Currently, there is no pending 2026-2027 legislation. The 109th session of the Nebraska Legislature convenes on January 7, 2025. Legislation will be introduced during the first 10 days of the session. The Network Manager will make changes to Portal services as requested by Partners to accommodate legislative changes in accordance with the operative dates of any such legislation. |
| 46. | V.C – Current Portal Operations | 26 | Provide new state agencies or services planned for Portal integration. | See V.E.4. of the RFP, which addresses the Network Manager’s responsibility to grow the Portal.  New services are regularly added. Partners are consistently seeking to modernize services, and legislation may mandate changes. |
| 47. | V.K – Technical Overview | 35 | List emerging technology capabilities (AI, blockchain, IoT, edge) under consideration. | The NSRB approved a pilot artificial intelligence (“AI”) project at the March 2025 meeting. Attachment A to the RFP, RTM 25 provides the following: Bidder must provide suggested new ideas, technologies, and functionality for the Portal. Bidder must also include any terms and conditions and pricing applicable to such suggestions for consideration. |
| 48. | V.H – Performance and Strategic Planning | 32 | Describe what would constitute "exceeding expectations" in your evaluation. | The State reserves the right to evaluate solicitation responses and award contracts in a manner utilizing criteria selected at the State's discretion and in the State’s best interest. See RFP sections regarding evaluation, including but not limited to, Section I. - O., P., and Q. for Solicitation Requirements, Evaluation Committee, and Evaluation of Solicitation Responses. |
| 49. | I.X – Vendor Demonstrations | 15 | Provide specific proof-of-concept demonstrations. | See Section I.X. of the RFP. The State may determine that oral interviews/presentations, and/or demonstrations are required. Every Bidder may not be given an opportunity to interview/present and/or give demonstrations; the State reserves the right, in its discretion, to select only the top scoring Bidders to present/give oral interviews. Bidders invited to present/give oral interviews will be provided with presentation guidelines and demonstration content and information in advance of their scheduled demonstration date. Each Bidder will be asked to adhere to an identical presentation agenda. |
| 50. | V.B – Project Objectives | 26 | Describe what would make one vendor the clear winner over all others. | The State reserves the right to evaluate solicitation responses and award contracts in a manner utilizing criteria selected at the State's discretion and in the State’s best interest. See the RFP, including but not limited to, Section I. - O., P., and Q. for Solicitation Requirements, Evaluation Committee, and Evaluation of Solicitation Responses. |

This addendum will be incorporated into the solicitation.