

ADDENDUM ONE QUESTIONS and ANSWERS

Date: January 30, 2020

To: All Bidders

From: Dianna Gilliland/Julie Schiltz Buyers
AS Materiel State Purchasing Bureau

RE: Addendum for Request for Proposal 6214 Z1 to be opened on February 7, 2020
2:00 p.m. Central Time

Questions and Answers

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. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			What is the due date for this RFP Mass Notification Service (MNS).?... Feb 7th 2020?	The opening date and time is February 7, 2020, 2:00 PM Central Time.
2.			Based on the depth of RFP 6214 Z1, [REDACTED] respectfully requests an extension to the 2/7/20 deadline so that we and others may provide a more comprehensive and robust response to the State of Nebraska's requirements.	Due to time constraints the State must leave the current opening date and time as posted.
3.			We would like to ask for an extension on response for this RFP.	Refer to #2, above.
4.	Cost Proposal V.PROJECT DESCRIPTION AND SCOPE OF WORK	Page 1, 2 Page 26, 27	How many non-IPAWS divisions (eg divisions outside of the identified 95 IPAWS agencies) exist within the state?	The state currently has 20 approved IPAWS alerting authorities with 12 additional authorities in the application process. There would be no additional alerting authorities approved outside the 95 indicated (93 counties and 2 state agencies) unless they have a very compelling reason to be approved outside of the current structure.
5.	Cost Proposal PROJECT DESCRIPTION AND SCOPE OF WORK	Page 1, 2 Page 26, 27	Does the state have an estimate of how many non-IPAWS divisions will opt-in to the program?	We do not, as we currently do not anticipate additional alerting authorities.

6.	Cost Proposal V.PROJECT DESCRIPTION AND SCOPE OF WORK	Page 1, 2 Page 26, 27	Today, how many total recipients/users (whose contact information is contained within an establish and managed database) are already enrolled for EMNS across all divisions? For example, the state mentions that the initial number of users is 30,000-50,000. However, University of Nebraska Lincoln is listed as a division. UNL alone has 26,000 students in addition to many more faculty and staff, which we would expect to be auto-enrolled.	There are approximately 32,000 total registered/enrolled users or recipients. A Division of the University of Nebraska is currently using the State EMNS service for notification purposes. However, there are nearly 1,000 enrolled users that does not include the UNL student population.
7.	Cost Proposal V. PROJECT DESCRIPTION AND SCOPE OF WORK	Page 1, 2 Page 26, 27	What is the total count of eligible recipient/users across all divisions?	As stated in question #6 above, there are currently approximately 32,000 enrolled users. While we do not track total count of eligible recipients/users, we do not anticipate a significant growth in the near future.
8.	V. PROJECT DESCRIPTION AND SCOPE OF WORK	Page 26, 27	When the state identifies the initial anticipated number of recipients/users as 30,000 to 50,000 does this refer only to the number of users expected to voluntarily enroll? Or does this include users whose data will be automatically enrolled in the states established and managed database?	The current estimated 32,000 enrolled users does contain a small percentage of voluntarily enroll.
9.	Cost Proposal	Page 1, 2	Please further define "enrolled contact" referenced in the cost proposal section?	Enrolled contact refers to the number of users registered or enrolled in the EMNS service that are ready and able to receive alerts from the EMNS service.
10.	Section 2.3	9	You call for unlimited number of users, notifications and groups. What does your usage look like today? What is the average number of users and notifications/alerts sent per organization and/or State-wide?	The numbers below are the approximate actual usage report for the entire year of 2019. Call count = 100,000 Total voice minutes = 107,000 Priority text count = 134,000 Standard text count = 34,000 Fax count = 90
11.	No particular section		Would it be advantageous for the various divisions within the State of Nebraska to be able to communicate and collaborate with other divisions, agencies, counties, first responders, or outside entities in the event of a crisis?	The goal is for multiple agencies and various divisions within the State of Nebraska, counties, etc. to collaborate and use an EMNS service.
12.	6214 Z1 RFP, V. B.	33	"The EMNS shall have the capability to fully support the Federal Emergency Management	The State of Nebraska anticipates that a contract deriving from solicitation 6214 Z1

			Agency's (FEMA) Integrated Public Alert and Warning System (IPAWS)." AlertSense currently has a contract with the Nebraska Emergency Management Agency that provides IPAWS alerting to the entire state. We are looking for guidance about how to price IPAWS to the OCIO. Specifically, line item 13 in the Final Cost Proposal.	would replace the IPAWS contract at a future date.
13.		1	"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." Please clarify the mandatory requirements set forth in Section II.N. I could find no such section on the documentation.	There is a typo under the "No" response definition option on Page 1 of 28 of the Attachment One Technical Requirements Matrix. There is no Section II.N. Similar to other response options, the "No" response option applies to all sections and all responses.
14.	1.1	Page 2	When you indicate Desktops as one of the multiple channels for message notifications? Can you be a bit more descriptive?	This capability allows a pop-up alert/mass notification to be displayed on personal computers such as desktop and laptop computer screens.
15.	1.2	Page 2	Are the security standards you listed (AICPA SOC 2 and SOC 3, FedRAMP, ISO 27001) all mandatory requirements for the bid and can you clarify what you mean by how the solution will meet the requirement?	Bidders are asked to list any and all data center compliance and certifications. Mentioned security standards are not all mandatory requirements. Bidders should briefly describe how the state data is being protected and how is access controlled.
16.	1.E	Page 2	Is there a timeline to submit the intent to submit a proposal form? That was not indicated in the timeline	Per Section I.E. completing the Notification of Intent to Submit a Proposal Form is not mandatory.
17.	1.1.2	Page 6	All EMNS access must be compatible with existing equipment without any modification, reconfiguration or additional hardware. Describe how the solution will meet this requirement. What existing equipment?	Such that EMNS can be received, displayed, etc. on such existing devices, including mobile phones/devices, pager, landline telephones, emails, etc.
18.	V.A	Page 26	When you indicate Institutions, can you be a bit more descriptive? Does this include colleges and universities (both 4 year and 2	Current users of the EMNS include State agencies, City and County government, public

			<p>year), K-12 schools, hospitals funded by the state, etc?</p> <p>Are there any other entities considered institutions?</p>	<p>health divisions, and State Colleges and Universities.</p>
19.	V.B.2	Page 26	<p>Can you provide an example of inbound calling capabilities?</p> <p>Who would be calling in and for what purpose?</p> <p>Is this a message sender calling the vendor for assistance or recipients being able to call into a number to receive messages sent out?</p>	<p>This was not mean to have recipients to call in. It is meant to be a feature that would allow a poll to be conducted and the recipients being able to respond to such a poll.</p>
20.	V.3	Page 26	<p>How was the 30,000 to 50,000 recipient/user number developed?</p> <p>Does this include both employees and citizens?</p>	<p>This range reflects the current demand of the service and potential future demand.</p> <p>It does include both employees and citizens.</p>
21.	V.4	Page 27	<p>Do you expect this list of divisions to grow?</p> <p>Can you provide an estimate and timeline?</p>	<p>We don't anticipate any significant growth in the near future.</p>
22.	V.D	Page 27	<p>Are we able to provide enhanced service options as a recommended add on to the scope of services with pricing separated for these services?</p>	<p>The RFP does not require vendors to provide enhanced service options. If desired, the bidder may provide such information. However, it will not be reviewed or evaluated as part of the RFP.</p>
23.	Attachment One Section 1 1.5	Page 3	<p>What PII data will be collected and maintained in the system?</p>	<p>Information being used for the EMNS service involves PII information such as name, address, telephone number, email address, etc. The State of Nebraska would like to know the bidder's safeguard/protection policy of such information.</p>

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.