Attachment One
Technical Requirements Matrix
RFP Number 6214 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 response 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 Section 1	Yes	3rd Party	Next Release	No
1.1 The emergency mass notification services (EMNS) must be able to reliably and efficiently distribute and manage message notifications through any and all of the following multiple channels. a. Telephony calls to landline/wired phone, including Voice over IP (VoIP); b. Wireless mobile devices; c. SMS, text to wireless mobile devices; d. Mobile device apps; e. Email; f. Desktops; g. Social media such as Facebook and Twitter; h. Common Alerting Protocol (CAP feed), and; i. TTY for hearing impaired. If bidder supports additional channels not listed above, please list them in the space provided below. Describe how the solution will meet this requirement.				
Bidder Response:				

	Yes	3rd Party	Next Release	No
1.2 The EMNS must have a minimum of two (2) geographically separated hosting data center locations by at least 250 miles apart. Both locations 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. The system shall not require the State to purchase of any additional hardware and/or software. Also, list all your data center compliance and certifications such as AICPA SOC 2 and SOC 3, FedRAMP, ISO 27001, etc. Describe how the solution will meet this requirement.				

Bidder Response:

		Yes	3rd Party	Next Release	No
1.3	The EMNS must be available 99.999% of the time. Describe how the solution will meet this requirement.				

Bidder Response:

		Yes	3rd Party	Next Release	No
1.4	The EMNS must include 24x7x365 system support, no queue, and no wait customer service/help desk. Describe how the solution will meet this requirement.				

Bidder Response:

		Yes	3rd Party	Next Release	No
1.5	The EMNS must ensure that the database is PII compliant. Describe how the solution will meet this requirement.				

Bidder Response:

		Yes	3rd Party	Next Release	No
1.6	System upgrades and security patches for the EMNS must be provided at no additional cost to the State. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
1.7	The EMNS must be capable of being securely accessed by designated division administrators for initiation via any and all of the methods listed below. Please describe how the system can be accessed for notification initiation. a. Any internet access connection, including dial-up or satellite without any additional software; b. Telephone Live support with no waiting cue; c. Email; d. Mobile device apps.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
1.8	The system must support the establishment of multiple notification subdivisions/groups for each division or jurisdiction. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
1.9	The EMNS must allow individual administrators and recipients to designate multiple devices to receive notifications. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
1.10	The EMNS must permit recipients to respond immediately on any two-way device (phone, mobile device or email) as well as provide a call back response number for one-way devices like fax machines and one-way pagers. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
1.11	The EMNS must be compliant with all requirements outlined by IPAWS 2.0 and WEA 2.0, including Spanish language and state/local WEA testing. Describe how the solution will meet these requirements. a. Is EMNS capable of allowing a state authority to issue Wireless Emergency Alerts with an event code of CAE (Child Abduction Alert)? b. Does the EMNS meet all critical functions outlined by FEMA in its vendor letters dated February 27, 2015 and May 2018?				
Bidder Response:					

		Yes	**3rd Party**	**Next Release**	**No**
1.12	All EMNS access must be compatible with existing equipment without any modification, reconfiguration or additional hardware. Describe how the solution will meet this requirement.				
Bidder Response:					
		Yes	**3rd Party**	**Next Release**	**No**
1.13	The EMNS must allow multiple administrators to make simultaneous outgoing calls. Describe how the solution will meet this requirement.				
Bidder Response:					
		Yes	**3rd Party**	**Next Release**	**No**
1.14	The EMNS must have Common Alerting Protocol (CAP) and RSS outputs. Describe how the solution will meet this requirement.				
Bidder Response:					
		Yes	**3rd Party**	**Next Release**	**No**
1.15	The EMNS must have the ability to convert text to speech. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No

1.16	The EMNS must be able to receive multiple responses such as touch-tone signals to initiate further actions. Describe how the solution will meet these requirements.
	
	These actions must include:
	
	    a. Initiate a new notification upon selection of that response;
	    b. Escalate the event upon selection of that response;
	    c. Select a response that must automatically connect to a specific phone number;
	    d. Instantly join a live conference call;
	    e. Transfer the notification to another person if the recipient is unable to respond;
	
	If additional responses are available, please list in the space provided below:				

Bidder Response:					

		Yes	3rd Party	Next Release	No
1.17	The proposed EMNS 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. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
1.18	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). Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	**3rd Party**	**Next Release**	**No**
1.19	State of Nebraska data must never be sold, transferred, shared, or otherwise used for any other purpose than for explicit use by the EMNS. 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 EMNS. Describe how the solution will meet this requirement.				

Bidder Response:

		Yes	**3rd Party**	**Next Release**	**No**
1.20	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. Describe how the solution will meet this requirement.				

Bidder Response:

Message Management Requirements Section 2	Yes	3rd Party	Next Release	No
2.1 A message initiator must have the ability to create and send notifications in under two (2) minutes. Describe how the solution will meet this requirement.				
Bidder Response:				

	Yes	3rd Party	Next Release	No
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. Describe how the solution will meet this requirement.				
Bidder Response:				

	Yes	3rd Party	Next Release	No
2.3 The EMNS must allow message initiator to send notifications to an unlimited number of recipients. Describe how the solution will meet this requirement.				
Bidder Response:				

	Yes	3rd Party	Next Release	No
2.4 The EMNS must allow designated division administrators to send pre-scripted or ad hoc emergency action messages using a web-based interface. Describe how the solution will meet this requirement.				
Bidder Response:				

		Yes	3rd Party	Next Release	No

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.
	
	Describe how the solution will meet these requirements.				

Bidder Response:					

		Yes	3rd Party	Next Release	No

2.6	The EMNS 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.
	
	Describe how the solution will meet these requirements.				

Bidder Response:					

		Yes	3rd Party	Next Release	No
2.7	The EMNS must have the ability to issue multiple notifications modes simultaneously with a single action. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
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). Describe how the solution will meet this requirement.				
Bidder Response:					
		Yes	3rd Party	Next Release	No
2.9	The EMNS must include a series of web based, pre-defined templates for emergency messages which administrators can use to initiate messages or can modify or define new ones. Describe how the solution will meet this requirement.				
Bidder Response:					
		Yes	3rd Party	Next Release	No
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. Describe how the solution will meet this requirement.				
Bidder Response:					
		Yes	3rd Party	Next Release	No
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. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.12	The EMNS 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. Describe how the solution will meet these requirements.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
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). Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.14	The EMNS must have the capability to transmit pre-recorded voice messages or ad hoc messages of any length between 10 seconds and three minutes. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.15	The EMNS must allow the notification to provide recipients with response options that must immediately connect them to an administrator-defined phone number, such as a Service Desk or conference call bridge. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.16	The message initiator must have the ability to listen to the text to speech message before the message is initiated. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.17	The message initiator must have the ability to set the delivery speed/throttle rate for telephony type messages to be sent. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.18	The EMNS 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. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.19	The EMNS must have the ability to address the recipient by user name as a greeting at the beginning of the message as a default setting. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.20	The EMNS 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. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
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") Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.22	The EMNS must have the ability to include rich media attachments on email notifications. Bidder describe process. (add this type of sentence to all requirements.)				
Bidder Response:					

		Yes	3rd Party	Next Release	No

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 pre-determined 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.
	
	Describe how the solution will meet these requirements.				

Bidder Response:					

		Yes	3rd Party	Next Release	No
2.24	The EMNS must be able to receive a response from two way devices to confirm a message has been delivered. Explain the methods.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.25	The EMNS 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. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
2.26	The EMNS must have the option of allowing the recipient to hear the message repeated. Describe how the solution will meet this requirement. (Example: "press zero to hear this message repeated")				
Bidder Response:					

		Yes	3rd Party	Next Release	No
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"). Describe how the solution will meet this requirement. If additional authorization criteria is available, please list:				
Bidder Response:					

Contact Management Requirements Section 3	Yes	3rd Party	Next Release	No
3.1 The EMNS 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. Describe how the solution will meet this requirement.				
Bidder Response:				
	Yes	3rd Party	Next Release	No
3.2 The EMNS must have the ability to import contact information from any database via secure file transfer protocol. Describe how the solution will meet this requirement.				
Bidder Response:				
	Yes	3rd Party	Next Release	No
3.3 The EMNS 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. Describe how the solution will meet this requirement.				
Bidder Response:				
	Yes	3rd Party	Next Release	No
3.4 The EMNS 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.) Describe how the solution will meet this requirement.				
Bidder Response:				

		Yes	3rd Party	Next Release	No
3.5	The EMNS must allow for each political subdivision and its separate departments or entities to open unlimited sub-accounts with their own secure password and identification. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.6	Division administrators must have the ability to control access to each of their databases or to subsets of data within their databases. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.7	The EMNS 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. Describe how the solution will meet these requirements.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.8	Administrators must have access to and be able to modify all user profiles. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.9	EMNS must allow administrators to add, update, and delete recipients individually or through an online import process quickly and easily. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.10	Recipients must have the ability to login to the service in order to update device information if administrator assigns these permissions. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.11	Administrators must have the option to give recipients the ability to opt in or out of receiving notifications. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.12	The EMNS must allow for editing of groups, subgroups and management levels to be unlimited. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
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.) Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.14	All State of Nebraska data base information must remain in the continental United States even for redundancy or backup purposes. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
3.15	EMNS 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. Describe how the solution will meet this requirement.				

Bidder Response:

System Reporting Requirements Section 4	Yes	3rd Party	Next Release	No
4.1 The EMNS must be capable of sending real time email reports to predetermined recipients. Describe how the solution will meet this requirement.				
Bidder Response:				
	Yes	3rd Party	Next Release	No
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. Describe how the solution will meet this requirement.				
Bidder Response:				
	Yes	3rd Party	Next Release	No
4.3 EMNS reporting must be capable of providing notification content. Describe how the solution will meet this requirement.				
Bidder Response:				
	Yes	3rd Party	Next Release	No
4.4 EMNS reporting must be available to view or upload to other reporting databases. Describe how the solution will meet this requirement.				
Bidder Response:				

		Yes	3rd Party	Next Release	No
4.5	EMNS reporting must be downloadable to a single file report delivered in a CSV format. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
4.6	EMNS reporting must be searchable by all data fields. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
4.7	EMNS 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. Describe how the solution will meet these requirements.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
4.8	EMNS reporting must be capable of providing recipient list. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
4.9	EMNS reporting must be capable of providing time of transmit to each device by each recipient. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
4.10	EMNS reporting must be capable of providing a detailed monthly census per division of the maximum number of enrolled contacts. Describe how the solution will meet this requirement.				
Bidder Response:					

Other Requirements Section 5	Yes	3rd Party	Next Release	No

5.1 EMNS 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 pre-defined 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.
 	
Describe how the solution will meet these requirements				

Bidder Response:				
	Yes	3rd Party	Next Release	No
5.2 EMNS must have automated National Weather Service (NWS) alert capabilities available. Describe how the solution will meet this requirement.				
Bidder Response:				
	Yes	3rd Party	Next Release	No
5.3 The EMNS must have a minimum of at least two language translation capabilities to include English and Spanish. Describe how the solution will meet this requirement. If more are available, list in the space provided below.				
Bidder Response:				

		Yes	3rd Party	Next Release	No
5.4	The EMNS provider must have provided similar services for similar sized customers for a minimum of six (6) years. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
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. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
5.6	The proposed EMNS software must be quoted and be supported as a standard existing and working product from the contractor, not as custom programming. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
5.7	The system should be simple to use and should not require extensive training. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
5.8	The bidder must identify who controls or owns the product. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
5.9	The bidder must identify what components or elements are leased or partnered. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
5.10	The bidder must identify who owns the elements that are leased or partnered with. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
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. Describe how the solution will meet this requirement.				
Bidder Response:					
		Yes	3rd Party	Next Release	No

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 EMNS. Describe how the solution will meet this requirement.				
Bidder Response:					

		Yes	3rd Party	Next Release	No
5.13	Bidder must make initial training available for administrators and message initiators available for each division of the EMNS. 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. Describe how the solution will meet this requirement.				
Bidder Response:					