

ADDENDUM ONE

DATE: August 1, 2014

TO: All Bidders

FROM: Steve Meradith, Buyer
Nebraska Public Service Commission

RE: Questions and Answers for RFP Number 74846(03) to be opened August 13, 2014, at 2:00 p.m. Central Time

The 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.

Questions	Responses
1. Funding for this initiative - is this in the current NTAP budget or are you seeking budget?	Funding for this initiative is included in the current NTAP budget.
2. Is an on-premise or cloud based solution preferred for this tracking effort?	On-premise solution is preferred.
3. Can you provide examples of reports and data shared with the FCC? a. Does this submission have any mandatory formats or requirements?	NTAP does not provide reports or data to the FCC at this time. Therefore, mandatory formats or requirements are unknown.

<p>4. Can you provide examples of reports/data shared with other agencies? (State of Nebraska or external?)</p>	<p>The HHS_Pre_App.txt file is sent to DHHS and is a list of social security numbers for which NTAP is verifying if the applicants associated with the social security numbers are participating in a state eligible program. The HHS_Results.txt file is the file returned by DHHS showing the program in which the social security number is enrolled, if any. The LEC_ADD_Summary, LEC_Remove_Summary and Audit are provided from NTAP based on the NTAP database to carriers. These reports contain information specific to the carrier.</p>
<p>5. Will you consider a third party application platform with a database back-end as a solution for this business need?</p>	<p>Yes.</p>
<p>6. Can you tell us how many users will need access to the system?</p>	<p>Currently 3, however as NTAP program expands, the ability to add users is needed.</p>
<p>7. Can you describe the roles of the users such as Supervisors, Quality Assurance Users, etc.</p>	<p>All users have access to perform all roles and functions. Functions include, but are not limited to: data entry, revise and view record information, and reporting.</p>
<p>8. Do you need hardware and software (server) pricing as part of this RFP?</p>	<p>Yes.</p>
<p>9. Do you have a database platform preference such as Oracle, My SQL, or MS SQL Server?</p>	<p>No platform preference.</p>
<p>10. In the Glossary of Terms, the term Bid Bond is defined. Is a Bid Bond required with the submission of a proposal? If so, what is the required dollar amount of the Bid Bond? (RFP Section: Glossary of Terms, RFP Page: vi)</p>	<p>No, a Bid Bond is not required.</p>

<p>11. How many years does the 105,000 records represent? Is this the total of all historical data that would need to be converted? (RFP Section: IV.C. Scope of Work, RFP Page: 34)</p>	<p>The 105,000 records represent 16 years of historical data. These records are the total of all historical data that would need to be converted.</p>
<p>12. Is the 9,000 number quoted the total of all applications received annually or just those approved? If not the total, please provide the average monthly number of applications for 2013 (RFP Section: IV.C. Scope of Work, RFP Page: 34).</p>	<p>9,000 is the total number of applications received annually.</p>
<p>13. Please provide the frequency for receiving data in the DHHS file and loading into the NTAP database. (RFP Section: IV.C. Scope of Work, RFP Page: 34)</p>	<p>The DHHS transfer file is used in two separate processes. In one process the DHHS file is transferred and received daily during the work week (M-F) excluding the day the report file is generated. In this process a file is transferred and the response file results are uploaded into an MS Excel file. This daily file is part of NTAP application request process.</p> <p>The second process that uses the DHHS file transfer is the report process. In the report process the file is used to verify and update records contained within the database. In this process the DHHS file is transferred, received and the results are loaded into the database weekly.</p>
<p>14. Please provide the number of records received in the DHHS file and loaded into the NTAP database. What is the approximate error rate found in the load cycles. (RFP Section: IV.C. Scope of Work, RFP Page: 34)</p>	<p>On average the social security numbers contained in a DHHS file for the weekly report is about 137 with an average of 31 of those social security numbers being returned as not being on a state program.</p>
<p>15. What specific transactions would need to be sent by the State to NLAD? Is the State submitting to NLAD on behalf of the Carriers that</p>	<p>The specific transactions are unknown at this time as the State does not currently have access. The State does not submit data to NLAD on behalf of the carriers that</p>

<p>operate in the State? (RFP Section: IV.C. Scope of Work, RFP Page: 34)</p>	<p>operate in the State.</p>
<p>16. Please specify the current number of ETCs in the program as well as the number of these that are Pre-Paid Carriers? (RFP Section: IV.C. Scope of Work, RFP Page: 34)</p>	<p>There are currently 53 ETCs; 2 ETCs are prepaid. Additional carriers are applying for ETC status.</p>
<p>17. Please provide more specifics on the processing statistics reports. Would this be reports by carrier of approved, denied with denial reason, and recertified for a given timeframe? (RFP Section: IV.C. Scope of Work, RFP Page: 35)</p>	<p>NTAP desires statistics showing the percentage of applicants: approved, removed, incomplete applications, incomplete applications and phone company does not participate, linkup and phone company does not participate. Other statistical reports may be needed as determined. Yes, reports are desired by carrier, but also a summary of all carriers. These reports would consist of approved and denied with denial reason and both would include recertified customers for a given timeframe.</p>
<p>18. Of the 10 years of data, will it be acceptable for older data to be stored in an archival dataset or is the requirement that 10 years of history be available immediately on-line? (RFP Section: IV.C. Optional Database Functionality, RFP Page: 35)</p>	<p>All 10 years of history should be available immediately on-line.</p>
<p>19. This section requests costs for one year of maintenance in the cost schedule (separate from the maintenance costs for the option periods). However, the Proposed Cost Schedule (Appendix C) does not have a space to insert the annual maintenance cost. Please</p>	<p>The maintenance costs for the first year of the proposal may be included in one or more of the tasks in the Proposed Cost Schedule (Appendix C), so that the "Total Cost of Deliverables" incorporates all costs for the first year of the proposal including maintenance.</p>

<p>indicate where the maintenance cost should be included in the “Total Cost of Deliverables”. (RFP Section: IV. B. Provide Post Implementation Support; RFP Page: 36)</p>	
<p>20. Please elaborate on the recertification process for NE. Are there re-certifications for non-HHS file customers? What is the frequency? If an HHS participant recertifies, is a file fed back to HHS to update the certification status of the HHS participant? Please provide the update record layout. (RFP Section: Appendix A, RFP Page: n/a)</p>	<p>Yes. Non-HHS file customers are sent a letter and application on an annual basis. No, if an HHS participant recertifies, a file is not fed back to HHS to update the certification status of the HHS participant.</p>
<p>21. Is this layout a combination of both the Access and Excel data? If not, could you please provide the Access tables and the Excel columns? . (RFP Section: Appendix B, RFP Page: 44)</p>	<p>It is a combination of Access and Excel data with added requested fields. Column headings for both sets of data are contained in: Access_App_Table_column_headings.xlsx and Excel_database_column_headings.xlsx.</p>
<p>22. Is there any foreseeable increase in volumes of transactions? (RFP Section: IV.C. Scope of Work, RFP Page: 34)</p>	<p>Historically the application volume has increased by less than 2,500 annually. Additional carriers are seeking ETC status, which may increase the volume of applications.</p>
<p>23. Are you open to considering a hosted solution? (RFP Section: IV.C. Scope of Work, RFP Page: 34-36)</p>	<p>An on-premise solution is preferred; however, hosted solutions will be considered.</p>
<p>24. Are there any restrictions to cloud based services for data entry or storage? (RFP Section: IV.C. Scope of Work, RFP Page: 34-36)</p>	<p>Yes. The Commission does not want to utilize cloud based services for data entry or storage.</p>

25. Is there is an incumbent vendor for management and maintenance of the Nebraska Telephone Assistance Program? If there is an incumbent vendor, would you be willing to share the vendor's name and the value of the current contract? Is it possible to get a copy of the previously issued RFP?

There is no incumbent vendor for the management and maintenance of the Nebraska Telephone Assistance Program (NTAP). The Commission internally developed and maintains the current NTAP database. However, the Commission worked with a vendor to create an online application form which may be utilized going forward depending upon the vendor's proposal. The vendor for that project was GIS Workshop. This entity is currently providing maintenance for the online application form/process. The online application form can be accessed from the Commission's website and at: <http://psc.nebraska.gov/>. The contract for this was a sole source contract.