

ADDENDUM ONE

DATE: March 3, 2014

TO: All Bidders

FROM: Steve Meradith, Buyer
Nebraska Public Service Commission

RE: Questions and Answers for RFP Number 72617 (O3)
to be opened March 31, 2014, at 2:00 p.m. Central Time

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	ANSWERS
<p>1. Over the past ten years, the Nebraska TRS average monthly session minutes have dropped 87.8% (105,920 minutes in 2003 versus 12,937 in 2013). However, the daily and monthly penalties for service level have remained consistent. As the TRS call volumes will continue to decline, would the State be willing to reduce these penalty amounts and/or to discuss adding safeguard provisions into the contract to ensure that providers are not charged more in penalties than the potential revenue?</p>	<p>Yes, proposals regarding alternate penalty provisions and/or a possible safeguard in the penalty provision will be considered. Vendor may offer deviations to the RFP according to the terms stated in Section III.R, "Deviations From the Request for Proposal": The requirements contained in the Request for Proposal become a part of the terms and conditions of the contract resulting from this Request for Proposal. Any deviations from the Request for Proposal must be clearly defined by the bidder in its proposal and, if accepted by the State, will become part of the contract. Any specifically defined deviations must not be in conflict with the basic nature of the Request for Proposal or mandatory requirements. "Deviation", for the purposes of this RFP, means any proposed changes or alterations to either the contractual language or deliverables within the scope of this RFP. The State discourages deviations and reserves the right to reject proposed deviations.</p>

QUESTIONS	ANSWERS
<p>2. This section references a requirement to report intrastate session minutes handled by “other centers” and references Section IV.C.3. However, Section IV.C.3 (System Design) does not include a primary call center provision. In light of this, would the State please remove the associated reporting requirement in IV.I.2.a.v?</p>	<p>Since the primary call center provision has been removed, the State removes the associated reporting requirement in IV.I.2.a.v.</p>
<p>3. Would the State be willing to accept alternate or multiple pricing options?</p>	<p>Yes.</p>
<p>4. This section states that Speed of Answer “shall be calculated daily/(monthly) as the sum of all inbound calls captured for the queue intervals representing the first 10 seconds divided by the number of inbound calls for the day/(month); not by periodic sampling, nor by an average of averages. Abandoned calls shall be included in the speed of answer calculation.”</p> <p>Will the State please clarify that the intent of this section is that the Speed of Answer is to be calculated as the sum of all inbound calls answered or abandoned in 10 seconds, divided by the total number of inbound calls for the day/(month); with queue time starting when a call originally arrives at the Relay Switch and ending when the call is answered by a CA ready to process the Relay call or the caller terminates the call?</p>	<p>The State so clarifies that the Speed of Answer is to be calculated as the sum of all inbound calls answered or abandoned in 10 seconds, divided by the total number of inbound calls for the day/(month); with queue time starting when a call originally arrives at the Relay Switch and ending when the call is answered by a CA ready to process the Relay call or the caller terminates the call.</p>
<p>5. This section requires the provider to report the total intrastate session minutes handled by other centers and indicates that this number cannot exceed 15% of total session minutes.</p> <p>Since the requirement for a primary center has been removed from this RFP, would the state consider amending this requirement to report the total intrastate session minutes handled by center for all provider centers?</p>	<p>See the response to Question 2.</p>