

Delaware Department of Transportation
QUESTIONS AND ANSWERS
511 Traveler Information System
1599 Request for Proposal
Friday, May 11, 2012

Q #	Question	Answer
37	Is DelDOT currently receiving ANI from Verizon?	DelDOT's telephony service provider will pass ANI information to the Vendor as a part of the base service for this project.
36	Does DelDOT have the email and/or phone numbers of the individuals to be contacted accessible through the ESB?	Contacts for the Alerting System can be set up through administration console. Should the Vendor prefer an ESB message for Alert System contacts, DelDOT would accommodate the request.
35	What are the expected volumes?	Volumes are expected to be relatively low subject to the stability of the system provided. Design for 800 messages per hour.
34	We would like to get more information on the desired alerting requirements. What types of email and SMS alerts does DelDOT want the IVR to send out, and to what groups (internal personnel, citizens)?	Messages will be incident messages and project alarms (hardware failures, software failovers, etc.). Messages are for internal DelDOT team including the maintenance support staff and consultants associated with the project. Contact list will be less than 200 people.
33	Is any text to be accessed by the TTS engine formatted in Spanish, or English only?	All requests via the ESB will be in English. The text messages will be delivered to the TTS in English.
32	Wanted to confirm if this address is a box/slot internal to DelDOT's offices or actually a Post Office Box. The USPS can deliver to P.O. Boxes but in our experience doesn't guarantee delivery schedules. If this is actually a P.O. Box, is there an alternate address that a Fed Ex'd or UPS-delivered box can be sent to? Or can we use Fed Ex/UPS to ship to an individual at this address instead?	If using an express mail service use the following: 511 Travelers Information System, RFP No. 1599' and delivered to: Department of Transportation Contract Administration Bidder's Room (Room B1.11.01) 800 Bay Road Dover, DE 19901

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31	What is the method of interface to the NOAA system (HTTP browser, Web Service, etc.)? Is there a website we can access for more information on the public interface available for DelDOT's needs?	DelDOT will provide all weather data to the IVR vendor via the ESB. No direct NOAA data extraction will be needed.
30	Is Apache MQ the preferred method for outside applications to access the ESB? What other options are available? (Web Services, etc.)	Apache Active MQ is the MOM in place and Vendor will need to connect to it for all messages consumed and received for integration.
29	Is provision of TTS resources outside those needed by the 511 Plus IVR mandatory requirement?	Yes. DelDOT intends to send text messages via the ESB to the TTS engine for conversion to .WAV/.MP3 files and have them sent back via the ESB for play back on the WTMC radio station and other mobile type apps. TTS is a separate server(s) so as to not impact performance of the public facing IVR solution.
28	Is provision of the edge gear a mandatory requirement of the RFP?	Yes, DelDOT will provide the T-1 circuits from Verizon and the Vendor will be responsible for all configuration of the telephony gear.
27	Is this meant to be read as "Nuance ASR/Advanced Speech Recognition" or "Nuance IVR" as in IVR /VoiceXML Browser technology provided by Nuance?	Vendor is to provide a description of its recommended implementation. DelDOT is looking for the use of the Nuance Voice Browser (telephony functions), Nuance Conversation Server (speech recognition and text-to-speech) and Nuance IVR Management Station tools.

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26	Can DeIDOT provide us with its Procurement Standards related to servers?	<p>Please see page 20 of the RFP.</p> <p>Please see the State of Delaware, Department of Technology and Information's Enterprise Standards and Policies web page (http://dti.delaware.gov/information/standards-policies.shtml) for a listing of the state standards governing server operating systems and virtualization host O/S.</p> <p>DeIDOT does not have a specific hardware Vendor, the hardware supplied must meet/support the standards provided on the web site.</p>
Wednesday, May 8, 2012		
25	Regarding the staff experience descriptions to be provided, does "each staff member" refer to every single employee at the firm, or only those who will have a direct role in the project? (key staff members who have provided resumes)	Resumes for those that will have a direct role in the project.
24	Must proposals be bound in hard binders? Does a bound document with transparent cover and informative cover page (not the official "cover page" as noted on Pg. 30) suffice? Please define further binding requirements.	There is no specific requirement regarding the type of binding. That is being left to your discretion.
23	Please define standard Office format. May documents be Word/Excel only, or may they be converted to Adobe PDF format?	Either of these formats is acceptable.
22	Must business license be obtained by the date of proposal submission, or prior to the date of signing the contract and/or starting work?	Please see response to Question 17.

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21	Must Performance Bond be obtained by the date of proposal submission, or prior to the date of signing the contract and/or starting work?	The performance bond must be obtained prior to starting the work.
20	Is there a list of approved bond forms, and/or acceptable surety companies available?	You may contact Delaware Department of Insurance for information on this. I have attached a link to their website for your convenience: http://www.delawareinsurance.gov/
19	Must business license be obtained by the date of proposal submission, or prior to the date of signing the contract and/or starting work?	A copy of your valid Delaware Business license should be forwarded prior to contract signing.
18	Must certificates of insurance be obtained by the date of proposal submission, or prior to the date of signing the contract and/or starting work? Must proof of/copies of certificates of insurance be included with the proposal submission?	Insurance information should be forwarded after notification of award.
17	Must all permits and licenses be obtained by the date of proposal submission, or prior to the date of signing the contract and/or starting work?	Required permits need to be in place prior to starting the work.
16	Is there a comprehensive list of permits and licenses to be obtained?	Please see response to Question 8.

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15	Based on the information in this section, Please clarify and provide examples of “ <i>user defined information</i> ”.	The Vendor will be required to supply the DeIDOT web team with their user registration/profile needs and the DeIDOT web team will build the interface for the public to register and the DeIDOT web team will pass the data to the Vendor via the ESB for the Vendor to consume and store in the IVR database.
14	According to this paragraph the MY 511 should ensure that its operation mirrors that currently on the Web, could you provide detailed information on this service that is currently offered over the web?	The reference in the section, “the Vendor will be required to coordinate with the DeIDOT Web Team on the design and implementation of MY 511 account registrations in order to ensure account information is identical for both systems”, means that the Vendor will provide the DeIDOT web team with their requirements for user registration/profile data needed to support the Vendor’s proposed IVR MY511 features. The DeIDOT web team will build the interface for the public to register and the DeIDOT web team will pass the data to the Vendor via the ESB for the Vendor to consume and store in the IVR database. Operational features of the web site can be found at: http://www.deldot.gov/information/travel_advisory/
13	The detailed designed of the system referenced within these paragraphs suggest that DeIDOT already has a specific system in mind. Will DeIDOT entertain an alternate system design that ensures 99.8% uptime or greater and eliminates most if not all of the single points of failure that can only be achieved through a hosted system?	DeIDOT does not have a specific system in mind. DeIDOT expects the system (hardware, software, test bed, maintenance, etc.) to be housed and supported from the existing TMC as per the specification.

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12	<p>TTS software agreements allow for a number of different licensing approaches. To better understand the option in the acquisition of the best TTS for this system, please expand on the use of the TTS speech files as referenced in the above paragraph where it states:</p> <ul style="list-style-type: none"> • Created .WAV and .MP3 files will be encoded in a Binary Message (BlobMessage and/or ComplexTypeMessage) that will be published back to the ESB. • DeIDOT service will consume and use the Audio files. <p>Where else and in what context is DeIDOT planning to use the TTS generated voice files?</p>	<p>The audio files will be used by other DeIDOT developed applications such as mobile telephone apps, the WTMC radio station, the DeIDOT website to support hearing impaired/ADA functions, etc.</p> <p>The term “consume” means that the audio files will be distributed to any DeIDOT applications attached to the ESB that subscribes to the message type.</p>
11	<p>With the understanding of the phased approach to transit data specifically, is it correct that a single data source (the EBS) will be used to supply the data feed to the IVR or will there be more sources?</p>	<p>All data to be used by the IVR system will be supplied by DeIDOT via the ESB including transit data.</p>
10	<p>Can the RFP submission date please be changed to a later date to accommodate the answers to the questions? At least May 22, 2012 is suggested.</p>	<p>Yes.</p>
9	<p>With the new submission deadline date of May 22nd for the above opportunity, could you tell me if the deadline for the questions have been moved forward and if so what is the new deadline date for the questions?</p>	<p>Please <u>review</u> the solicitation on the State of Delaware bid Solicitation Directory. Section 1.14 has an updated schedule of Anticipated Action Dates.</p>
8	<p>Is there a comprehensive list of permits and licenses to be obtained?</p>	<p>To date there are no licensing requirements for this project. However, interested vendors should be prepared to comply with any permitting and/or license requirements associated with this project should they be required by Delaware law.</p>

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7	I realize that there are many contractual agreements throughout the State between various state agencies; however, since our software could already be compatible and in place to provide this Call Center service; and this is a Bid response and not a contractual agreement per se; could DIB be challenged as having an unfair advantage in bidding on this Solicitation?	No unfair advantage would exist.
6	I see where the expected project start date is June 1; however, I do not see operational outlines. Since this is for Traveler's Information, would this be monitored 24/7?	The system is to be installed at the TMC and it is staffed 24/7.
5	Regarding the Alert System: could this be no more than a designated State E-mail Resource Box?	The Alert System shall provide multiple alert messages via email and/or SMS to multiple designated recipients.
4	Regarding the Data Base Engine; (Stand alone text to speed Servers, software, IVR Engines, and Networking capabilities); could all of this be accomplished with the current technology the State utilizes between Health and Social Services and DelDOT?	The specification states in Section 3.3 and 3.4 that all hardware and software are to be installed and reside at the DelDOT TMC.
3	Regarding the Telephony Gateway; since DIB and DelDOT are both within State Government, could the connection from our location automatically be linked to the 511 IP without additional Portals or softwares?	The specification states in Section 3.3 and 3.4 that all hardware and software are to be installed and reside at the DelDOT Transportation Management Center (TMC).
2	Would this be equipped to work compatibly with vision enhancement software; such as Job Access Without Speech (JAWS) software reading program, or Zoomtext Screen Magnifier/Reading Software?	Project specifications do not include the integration of the "Job Access Without Speech" (JAWS) system or the "Zoomtext Screen Magnifier/Reader" Software. This RFP does not include web site development.

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1	Regarding integrating transit data into the base delivered system; would this be a system already compatible with IRM systems within Health and Social Services?	Transit data referenced in this RFP (Section 2.1) is data to be extracted from the Delaware Transit Corporation's (DTC) new Automatic Vehicle Location (AVL) system and passed to the Interactive Voice Response (IVR) system via the Enterprise Service Bus (ESB). The ESB is provided by DelDOT so that all applications share data in common format.