Q #	Question	Answer
67	What is the source and format of floodgate messages that are to be processed automatically?	All messages will be delivered to the IVR Vendor via the ESB. The ESB has the ability to establish specific message types if requested by the IVR Vendor.
66	Please explain how the system will be expected to disseminate these announcements, e.g., manually entered floodgate.	The messages may be disseminated via floodgate message and/or via specific regional call tree menus.
65	Please identify how the 511 system will receive regional advisory information.	Advisory information will be provided to the IVR Vendor via the ESB.
64	Please clarify what "Devices" are being referred to.	Requirement 1.3.1 is related to Maintenance services (O&M). All items required to support the Maintenance element of the project shall be included in the Maintenance Cost (Cost element 23) and that cost will be divided by 36 and paid monthly.
63	This requirement specifies one year of warranty support, yet the RFP indicates that system maintenance support will be provided for up to three years. Should all proposed equipment and COTS software be priced for one year or three years of maintenance/warranty support? Note that equipment warranties and COTS software maintenance agreements usually start once the equipment is received, which can be several months before the integrated system becomes operational.	System Maintenance is defined in Section 4, page 29 of 39. It includes services not related to Warranty. Section 3.2.4, page 18 of 39 states that the Vendor shall, as a part of the PMP, provide documentation of "aligning warranty periods with acceptance". This means that the warranty period begins at system acceptance and runs for one year. Vendor is responsible for warranting the delivered elements of the project.
62	These Design documents are not called out as a separate cost item in the cost proposal table in Section 9, Cost Proposal, on page 38. Should a cost item be added for the Design documents, or should this cost be included as part of another milestone?	The requirement table identifies this as related to the On-Site System Delivery and Set Up (System) and shall be included as a part of that cost/pay item.

Q #	Question	Answer
61	The Transition Plan is not called out as a separate cost item in the cost proposal table in Section 9, Cost Proposal, on page 38. Should a cost item be added for the Transition Plan, or should this cost be included as part of another milestone?	The requirement table identifies this as related to the Project Management Plan (PM) and shall be included as a part of that cost/pay item.
60	Is this limited to the floodgates and reporting requirements? What data is being referred to?	Floodgate messages, reports, comments left by callers, etc.
59	How should the pricing for system development/configuration activities be shown in the cost table? For example, should the cost be spread among various line items, or will additional line items be provided for this purpose?	Items shall be included in the "On-Site System Delivery and Set Up" (System Ready for Training)" line item.
58	Should the Change Control Plan be priced separately or included in the price for the Project Management Plan? If priced separately, what payment percentage will be allocated to this milestone as it is not shown in the table in Section 8, Payment Milestones, on page 36.	Change Control Plan shall be priced separately and will be paid as part of the Project Management Plan milestone.
57	Can a DBE subcontractor be proposed that is not yet certified in Delaware where certification is underway and with the expectation that they will be certified prior to award?	No.
56	It is our experience that many 511 system outages can be addressed remotely. Is it reasonable to assume the requirement for on-site support will only apply to those outages that cannot be addressed remotely?	Yes.
55	Will DelDOT allow delivery of hardware/software to the vendor's location for initial configuration, which might be more cost-effective, or is it required to configure all hardware/software on-site?	Yes.

Q #	Question	Answer
54	Will DelDOT TMC staff provide any support role for 511 system operation and maintenance, e.g., reset or power cycle a server, reseat a component, check and relay condition of status LED's, swap a tape? If any role, please define limits.	Definition of Maintenance Support is provided in Section 4, page 26 of 39. The TMC Staff will not provide any support to the 511 system.
53	Is it expected that the messages in audio format be automatically added to the 511 telephone system?	This section provides an overview of the entire DelDOT 511 Plus system. DelDOT will provide breaking news in audio file format to the public and will also make this information available to the Vendor via the ESB. Vendor shall support this function through the implementation of the "Stand Alone Text-to-Speech" engine as defined in Section 3.12 on page 24 of 39.
52	We request clarification on the standard State contractual provisions which the State of Delaware has the right to incorporate. Also, please clarify that although the Certification Form states we are bound to enter a contract, we are only bound if we can agree on the negotiated contract upon the State of Delaware's additions.	This provision refers to compliance with regard to insurance, business license, permits, etc. should changes to requirements be initiated during the term of the contract. Submission of the certification forms gives indication of your *intent* to enter into a contract with the State if an agreement can be reached by both parties.
51	What sort of modifications or manipulations are expected?	Change order, insert new menus, etc.
50	These requirements make mention of "agency menus & submenus" and various ways to manipulate them. Please define what "agency" (or agencies) this is referring to and what menu(s) this is expected to effect.	These are all the DelDOT state agencies such as MVA, DTS, DE EZ-Pass, etc.
49	These requirements make mention of something called "511 Manager" not referenced or defined in the RFP text. Please define "511 Manager".	This is the administrator's console/workstation.
48	Does "manually entered through the administrator's web based interface tool" mean that Administrators should be able to enter traffic incident data?	Yes.

Q #	Question	Answer
47	We can easily make it "capable" of receiving calls from landline or VOIP customers by the user directly dialing a Toll Free Number (TFN). However, is there a requirement that all Landline and VOIP providers have a translation so that when a user dials "511" from their VOIP or Landline phone, it will send the caller to the 511 telephone system?	DelDOT is responsible for provisioning the 511 service. Vendor is responsible for accepting the calls via the DelDOT provided PRI's from Verizon.
46	Are the expected landmarks and the corridor / segments already defined for other dissemination channels (i.e. web)? If so, where will the proposer retrieve this segment information?	DelDOT will provide the data. This data is currently available in the DelDOT ATMS and web site.
45	Are these advisories foreseen as "Floodgate messages" or will this information be provided via the ITMS ESB to be consumed and disseminated via the IVR?	Both. The system will have regions (such as counties).
44	What method of integration between the my511 webpage and the DelDOT 511 page is expected/prescribed i.e. how will the my511 webpage communicate with DelDOT's 511 page, or is there expected to be no communication between the two?	Please see response to Q38.
43	Please provide some examples of what 'data for the 511 system' administrators are expected to be able to manipulate via the web based tool.	All data available to be played on the IVR system such as incidents, travel time, floodgate messages, etc.
42	Please define "speech recordings".	All files associated with the creation of the concatenate IVR speech responses, .WAV and MP3 files created as a part of the text-to-speech conversion function.
41	Please define "IVR platform" and "IVR engine". These terms can be perceived as two different things, but these sentences appear to treat these terms as synonymous. Nuance is typically revered as the "ASR (Automatic Speech Recognition)" engine. However, the use of the term "IVR platform" is potentially confusing.	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.

Q #	Question	Answer
40	Given that all traffic incident data will be retrieved from the ITMS ESB, what "incidents and events" are expected to be entered via the IVR "Administration Access"?	Emergency messages and alerts not distributed by the ESB. This also serves as fall back in the event the ESB is unavailable. All supported messages types shall be capable of manual entry.
39	While this high level element is identified there are no requirements for it. Please clarify expectations for this system component.	This is related to the MY511 element of the project. Vendor shall coordinate user profile needs with the DelDOT web team which will create the user interface to collect customer profiles transmitted to the Vendor via the ESB. The profiles shall be used to support the IVR element. SMS and email messages will be distributed by the MY511 web site to the public. The IVR system may send profile information back to the Web Team if profile collection, contact information or other input is supported by the Vendor's proposed MY511 element. This type of data could also include comment information from the "user comment" function of the Vendor IVR system..
38	While this states there is no expected effort on the Website, is there any data specific to the website (i.e. only available on the website) that will be expected to be integrated in the IVR?	Yes, User profile information for the MY511 system. Profile data will be passed from the Web site to the Vendor via the ESB. See page 24 of 39, Section 3.11. Vendor is expected to coordinate MY511 profile needs with DelDOT's web development team.
	Friday, May 11, 2012	
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.

Q #	Question	Answer
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
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.

Q #	Question	Answer
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.
26	Can DelDOT provide us with its Procurement Standards related to servers?	Please see page 20 of the RFP. 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. DelDOT does not have a specific hardware Vendor, the hardware supplied must meet/support the standards provided on the web site.
	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.

Q #	Question	Answer
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.
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: hhtp://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.

Q #	Question	Answer
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.
15	Based on the information in this section, Please clarify and provide examples of "*user defined information*".	The Vendor will be required to supply the DelDOT web team with their user registration/profile needs and the DelDOT web team will build the interface for the public to register and the DelDOT 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 DelDOT 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 DelDOT web team with their requirements for user registration/profile data needed to support the Vendor's proposed IVR MY511 features. The DelDOT web team will build the interface for the public to register and the DelDOT 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/

Q #	Question	Answer
13	The detailed designed of the system referenced within these paragraphs suggest that DelDOT already has a specific system in mind. Will DelDOT 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?	DelDOT does not have a specific system in mind. DelDOT expects the system (hardware, software, test bed, maintenance, etc.) to be housed and supported from the existing TMC as per the specification.
12	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: • Created .WAV and .MP3 files will be encoded in a Binary Message (BlobMessage and/or ComplexTypeMessage) that will be published back to the ESB. • DelDOT service will consume and use the Audio files. Where else and in what context is DelDOT planning to use the TTS generated voice files?	The audio files will be used by other DelDOT developed applications such as mobile telephone apps, the WTMC radio station, the DelDOT website to support hearing impaired/ADA functions, etc. The term "consume" means that the audio files will be distributed to any DelDOT applications attached to the ESB that subscribes to the message type.
11	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?	All data to be used by the IVR system will be supplied by DelDOT via the ESB including transit data.
10	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.	Yes.

Q #	Question	Answer
9	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?	Please review the solicitation on the State of Delaware bid Solicitation Directory. Section 1.14 has an updated schedule of Anticipated Action Dates.
8	Is there a comprehensive list of permits and licenses to be obtained?	To date are there are no licensing requirements for this project. However, interested vendors should be prepared to comply with any permiting and/or license requirements associated with this project should they be required by Delaware law.
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 exisit.
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).

Q #	Question	Answer
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.
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.