

**STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
HIGHWAYS DIVISION**

ADDENDUM NO. 1

FOR

**FREEWAY MANAGEMENT SYSTEM PHASE 1B:
TRAVELER INFORMATION SYSTEM, UNIT 4A:
INTERACTIVE VOICE RECOGNITION**

FEDERAL-AID PROJECT NO. IM-0300(116)

DISTRICT OF EWA

ISLAND OF OAHU

2010

The following amendments shall be made to the Request For Proposals:

1. REQUEST FOR PROPOSALS

- a. Prospective Offerors are hereby notified that the receiving of sealed proposals is hereby rescheduled for 2:00 P.M., Hawaii Standard Time (HST), on February 16, 2010. The attached REQUEST FOR PROPOSALS shall be incorporated and made a part of the REQUEST FOR PROPOSALS.

2. SPECIFICATIONS

- a. Amend the third sentence of Section 2.02, "Project Meetings" of Task 1: Project Administration to read as follows:

"Final meeting agendas and schedules shall be provided and confirmed no less than one day prior to the proposed meeting date."

- b. Add the following note to Section 6, Attachment 2, Offer Form, OF-2:


"In order to better understand the completeness of the Offeror's proposal, it is recommended that all costs under 'Total Costs (A)' be filled in."

- c. Replace Exhibit A, Requirements Matrix with the attached Exhibit A, Requirements Matrix, dated 1/21/10.

IM-0300(116)


- d. The attached Questions and Responses, dated 1/21/10 shall be incorporated and made a part of the Specifications.

Please acknowledge receipt of this Addendum No. 1 in your proposal.


BRENNON T. MORIOKA, Ph.D., P.E.
Director of Transportation

REQUEST FOR PROPOSALS

The receiving of sealed proposals for **FREEWAY MANAGEMENT SYSTEM PHASE 1B: TRAVELER INFORMATION SYSTEM, UNIT 4A: INTERACTIVE VOICE RECOGNITION, FEDERAL-AID PROJECT NO. IM-0300(116), ISLAND OF OAHU**, at the Contracts Office, Department of Transportation, 869 Punchbowl Street, Honolulu, Hawaii 96813, scheduled for 2:00 P.M., February 1, 2010, is hereby POSTPONED UNTIL 2:00 P.M., February 16, 2010.



BRENNON T. MORIOKA, Ph.D., P.E.
Director of Transportation

Advertised: January 25, 2010

1/21/10

HDOT IVR Requirements

Instructions to Proposers: Complete this form as described in Section 3.05 of the RFP. Additional sheets may be added to expand, as necessary.

Requirement Number	Requirement	Proposer Response (Y)es (M)odified (N)o	Previous Projects in which Requirement Was Met	Proposer Explanation and Comment
1.00	Content Management			
1.01	The IVR application shall interface with HDOT's Web Services for announcements that can be inserted at the onset of a call and any point in the call tree.			
1.02	The IVR application shall interface in real time with HDOT's Web Services for dynamic content such as traffic speeds, driving times, transfer numbers and ID of Personal Transportation Service users, black lists, and other similar information.			
1.03	The IVR application shall interface with HDOT's Web Services for call reporting data.			
1.04	Each individual announcement referred to in Requirement 1.01 shall be configurable to be either interruptible or not interruptible as identified in the Web Services, irrespective of how other announcements are set.			
1.05	The announcements referred to in Requirement 1.01 shall be played in priority order as established by Web Services.			
1.06	The announcements referred to in Requirement 1.01 shall be played on a schedule as established by Web Services.			
1.07	Prompt files that are configured in settings shall be verified as present and available at system startup. Missing files are logged.			

Requirement Number	Requirement	Proposer Response (Y)es (M)odified (N)o	Previous Projects in which Requirement Was Met	Proposer Explanation and Comment
1.08	The IVR application shall log every use of Text-to-Speech (TTS) shall make the log available for reporting.			

Requirement Number	Requirement	Proposer Response (Y)es (M)odified (N)o	Previous Projects in which Requirement Was Met	Proposer Explanation and Comment
2.00	System Requirements			
2.01	The IVR shall be designed to support a baseline load of at least 90 concurrent calls.			
2.02	The IVR shall provide bursting capacity beyond the baseline load to provide a zero busy signal environment.			
2.03	The IVR call tree shall be configurable by HDOT or its designee through a browser-based utility provided by the Contractor. The IVR call tree configuration and reconfiguration will be enabled on the IVR system at start-up and/or restart, through a database or other similar system settings files. The Contractor shall provide training for this utility and shall recommend the skill set required by HDOT staff (or its designee) to perform such functions. Furthermore, HDOT's access to such a utility shall not expose the Source Code or other intellectual property, that may require additional licensing or Non-disclosure requirements. The Contractor shall include a copy or sample of its utility to aid proposal evaluation.			
2.04	The IVR shall provide managed call transfer capabilities to related transportation services, as identified in the design process.			
2.05	The IVR shall redirect users to the main menu in the event a call transfer cannot be completed (no answer, busy signal) and log actions for reporting			
2.06	The IVR shall interact with callers using concatenated speech prompts.			
2.07	The IVR shall interact with callers using automated voice recognition.			

Requirement Number	Requirement	Proposer Response (Y)es (M)odified (N)o	Previous Projects in which Requirement Was Met	Proposer Explanation and Comment
2.08	The IVR shall use TTS to provide information to callers in the event of missing concatenated speech files.			
2.09	For ADA considerations, the IVR shall have a full DTMF-backup and provide a DTMF only mode as an option to the speech application.			
2.10	Caller ID and ANI are to be logged and used to generate "black lists"; to allow for the provision of personalized transportation services for registered users; and for reporting statistics including, at a minimum, such as repeat users and unique users.			
2.11	The IVR shall recognize "short cuts" for menu choices and synonyms for roadways and other transportation facilities.			
2.12	The IVR shall recognize common mispronunciations and incorrect terminologies of roadways and other transportation facilities. The playback to a caller shall inform the caller of the correct pronunciation and correct terminology.			
2.13	The IVR shall provide active help (including, at a minimum, expanded menu, tutorial, list available options)			
2.14	The IVR shall support "standard" actions, including, at a minimum, returning to the Main Menu, getting help, repeating the previous prompt and moving back one menu from every point in the menu system.			
2.15	The IVR shall log recognition stats generated to support tuning and reporting			
2.16	The IVR shall log call data for reports, including, at a minimum, the information asked for in the most recent version of the National 511 Deployment Coalition Guidelines for 511 Implementation and Operation (available at deploy511.org). such logged data shall be made available through the HDOT web services.			

Requirement Number	Requirement	Proposer Response (Y)es (M)odified (N)o	Previous Projects in which Requirement Was Met	Proposer Explanation and Comment
2.17	A call to this 511 system shall be equivalent to a call to a toll-free number for the caller.			
2.18	Callers shall be able to dial 511 from, at a minimum, the following telephone providers: Hawaii Telcom; Oceanic Time Warner Cable; AT&T Wireless; Verizon Wireless; T-Mobile Wireless; Sprint Wireless; Mobi PCS Wireless.			
2.19	Callers shall be able to provide feedback via feedback options (directed speech and/or DTMF-based adhoc surveys and a "leave a comment" option). This feedback will be provided back to HDOT through the HDOT web services.			
2.20	System shall maintain a minimum uptime of 99.8%, measured on a monthly basis, exclusive of mutually agreed upon, off-hours scheduled maintenance windows			

Requirement Number	Requirement	Proposer Response (Y)es (M)odified (N)o	Previous Projects in which Requirement Was Met	Proposer Explanation and Comment
3.00	<i>Menu State functions</i>			
3.01	Main Menu options shall include traffic conditions, driving times, transit information, and transfers to related transportation services.			
3.02	Every visit to the call tree visit shall result in one or more of the following: a transfer to a different place in the call tree; presentation of announcements; presentation of the menu; listening for a static response (i.e., from a pre-set list resident in the IVR system); listening for a dynamic response (i.e., from an external entity such as HDOT Web Services); playing a static script; playing a dynamic script; prompts shall be based on whether the user is a basic user or a personalized transportation services user.			
3.03	For Traffic Conditions/incidents, the IVR shall allow a user to select a geographic location such as a city, roadway or other geographic reference point as center for traffic incident search.			
3.04	For Traffic Incidents/conditions, the IVR shall construct concatenated audio announcements from dynamic incident report provided through the HDOT Web Services.			
3.05	For Traffic Incidents/conditions: the IVR shall allow users to navigate to the next incident by saying "next incident" and stop playback on demand by saying "stop".			
3.06	For Traffic Incidents/conditions (post-playback), the IVR shall allow users to say repeat, request traffic incidents at another location, access another service, or go to the main menu.			
3.07	For Driving Times, the IVR shall collect Starting Point / Ending Point (utilizing same options as available for traffic conditions) and it will allow the user to refine the starting/ending point if data indicates refinements are available.			

Requirement Number	Requirement	Proposer Response (Y)es (M)odified (N)o	Previous Projects in which Requirement Was Met	Proposer Explanation and Comment
3.08	For Driving Times, the IVR shall construct concatenated audio report for estimated drive time based on the HDOT Web Services.			
3.09	For Driving Times, the IVR shall allow users to navigate to next route by saying "next route" and stop playback on demand by saying "stop".			
3.10	For Driving Times (post-playback), the IVR shall allow users to say repeat, request additional Driving Times, access another service, or go to the main menu.			

QUESTIONS AND RESPONSES

Question No.	Ref Section	Question	Response
1	2.02, 1st paragraph	Throughout the history of 511, construction (of) these switch constructions have one-time costs associated with their development, which has been outside the 511 contract because estimating these costs has been impossible. Is it HDOT's intention to have switch construction costs billed separately or should the estimated costs for switch construction be included in the 511 proposal?	The costs for switch provisioning or, as referred to by the Offeror, "construction" should be included in the proposal. Please note Offer Form OF-2 states, "Pricing shall include labor, materials, supplies, all applicable taxes, and any other costs incurred to provide the specified services."
2	2.02, Task 1, Project Meetings	It is understood that HDOT wishes to review and approve agendas prior to final meeting schedule. However, please clarify the schedule for both proposed and final agendas as the current timeline suggests a final agenda is required prior to the draft agenda.	Modification to the noted language is included in this addendum.
3	5.18, Pricing	Please clarify that this references all costs associated with the build and construction of the 511 system including: a. Build and construction costs b. Construction with the telecommunications industry c. Monthly operations costs associated with hosted IVR solution d. Monthly toll charges (Please specify if this charge should be billed on actual expense incurred or will all telephone charges reside within the state's own telephone billing system).	Yes. The pricing shall include all necessary costs to support services for delivery of the project. Please note Offer Form OF-2 states, "Pricing shall include labor, materials, supplies, all applicable taxes, and any other costs incurred to provide the specified services."
4		Are all of the data sources which will drive IVR available in one consolidated data feed?	Yes, the Contractor will acquire content through HDOT provided web services.
5		Does HDOT require the capability to create incident data?	Creating incident data is not the responsibility of IVR vendor. All content will be provided through the HDOT provided web services.
6		Does HDOT require any collection or synchronization of data to feed the IVR?	The HDOT web services will provide content to "feed the IVR".

QUESTIONS AND RESPONSES

Question No.	Ref Section	Question	Response
7		Does HDOT intend to provide forecasted traffic data?	The scope of this RFP does not include provision of forecasted traffic data as a component of the IVR's offering.
8		Does HDOT collect any traffic data via probes, sensors or 3rd party vendors?	Yes, HDOT has and will continue to engage various sources and technologies to collect traffic data.
9		Does HDOT require the ability to generate new data from existing data sources? (i.e. flow data from probe data)	HDOT will not require the Contractor to generate new data from existing sources.
10		Does HDOT require the capability to create alerts from GPS or flow data?	HDOT will not require the Contractor to <u>create</u> alerts from GPS or from flow data. HDOT's web services will provide all IVR content.
11		Does HDOT require data to be merged from any other systems prior to being made available to IVR?	No, it is not HDOT's intent at the onset of this project. HDOT will fuse data and provide the guidance, through its web services, on how to present the information.
12		Does the data need to be made available also as: a. RDS-TMC b. TPEG	No. There is no requirement for the Contractor to provide a mechanism to redistribute the data. If desired, this will be handled by HDOT.
13	2.02, 1st bullet	Are costs, if any, imposed by telecommunications providers in Oahu for translation of the 511 call number reimbursed by HDOT? These 3rd party costs are difficult to accurately estimate for a fixed price proposal.	No. Offerors shall identify and include any and all telecommunications provisioning/translations in its proposal to support the 511 service.
14	Offer Form OF-2	What is the purpose/use of the percentages listed in this form? How are they used in the evaluation of price? How do they affect the proposer? Are proposers in any way restricted to pricing which reflects these percentages?	Per Section 5.26, payment will be made upon receipt of final deliverables based on the specified percentages of the Total Contract Cost, as detailed in Offer Form OF-2. These percentages are only to identify the relative values of the payment items. The Proposer's allocation of costs shall be evaluated for completeness, covering the tasks outlined in this RFP. This evaluation shall include those items that are directly and indirectly attributed to a pay item. Proposers are not restricted in how they allocate their costs.

QUESTIONS AND RESPONSES

Question No.	Ref Section	Question	Response
15	Requirement 1.02/2.10	What are "black lists" as referenced in this requirement?	Black lists refer to telephone numbers that shall be denied entry or use of the 511 service.
16	Requirement 1.02	Are travel times provided in the Web Services data feed or do they have to be calculated by the IVR from raw data provided by the Web Services feed?	Travel times will be provided through the Web Services.
17	Requirement 1.03	Please confirm that this requirement is referring to IVR call statistics for 511 calls coming into the 511 IVR. Is it the intent of this requirement that HDOT access the IVR call reports through the HDOT Web Services?	Yes.
18	Requirement 2.12	Can HDOT provide a list of covered roadways?	The Offerer should assume that all interstates, state routes, and key arterials on the island of Oahu may be 'covered' roadways.
19		What is the source of the personalized transportation service data? Is the registration for this service provided via we-base registration pages? Will the IVR contractor provide these personalization registration pages or is this to be provided outside the scope of this procurement?	The personalized services will be established by HDOT-provided website. Such registration services will be made available to the Contractor through the HDOT Web Services.
20	Requirement 3.07	Is there a list of potential starting and ending points for traffic and travel times? Are starting/ending points tied to mile markers, exit numbers, etc.? Please clarify.	Starting and ending points will be points of interest, cities/towns, regions (e.g., Kakaako, Moiliili, Mapunapuna) as well as interchanges.
21	Requirement 3.09	Please clarify what is meant by "next route". Does this mean next sequential road segment on the reference road or another road?	"Next route" references an alternate travel path.
22		Are the HDOT ATIS Web Services currently operational? If so, can proposers see the relevant Interface Control Documents and/or output examples?	The Web Services have been developed but customization for HDOT including population of the content is in progress. Exhibit B of the RFP provides a basic description of the interface. If necessary, HDOT will expand description and provide access to example output during BAFO or final negotiation stages of the procurement process.

QUESTIONS AND RESPONSES

Question No.	Ref Section	Question	Response
23	Requirement 1.07	Does this question pertain to floodgate files, or actual menu prompts?	This pertains to the menu files. Floodgate files are provided through the web services.
24	Requirement 2.10	In this requirement, as well as Exhibit B, the RFP refers to "personalized travel information". What does HDOT envision as the extent of the personalization available for IVR users?	Personalization may include saved driving time requests, traffic condition requests, or a prompt to repeat the caller's last action.
25	Requirement 3.09	Does HDOT plan to provide multiple routes for any set of start and end points?	If multiple routes are feasible for a given set of starting and ending points, it is HDOT's plans to provide supporting trip information.
26		Will HDOT provide telephony (800 service, call transfers, etc.) to the 511 IVR/speech vendor's platform?	No, it is the responsibility of the Contractor to provide the telephony services, end-to-end, for each call.
27		If HDOT is providing 800 service to speech providers platform, will transport be provided over the internet or private circuit?	It is the responsibility of the Contractor to provide the telephony services, end-to-end, for each call.
28		Does the project budget of \$1,200,000 include telephony costs (800 service, call transfer associated costs,)?	Yes, all telecommunications costs for the provisioning as well as ongoing charges for accepting and transferring calls will be borne by the Contractor.
29		Should we plan for some percentage of calls to be transferred to other services, departments, etc? If so, what percentage should we assume? Are the transfers to a local Oahu number or a toll-free number?	Offerors should assume that the 511 services will support call transfers to other services. These transfers may point to "800" as well as local numbers.
30		What is HDOT's estimated average call volumes per month?	It is responsibility of the Offeror to discern the potential call volumes and size and price accordingly.
31		What is HDOT's estimated average length per call?	Proposers are to estimate the average call duration and size and price accordingly.
32		What percentage of calls require call recording?	HDOT doesn't intend on recording phone calls. However, users may be able to leave a recording through a feedback/comment function.

IM-0300(116)

QUESTIONS AND RESPONSES

Question No.	Ref Section	Question	Response
33	1.04, Schedule	Please confirm if the Contract Start Date equates to the In-Service Date or the Notice to Proceed date.	Contract Start Date is the Notice to Proceed date. The in-service or "Go Live" date is not shown in this schedule but should instead, be defined by the Offeror in its Work Plan (Section 3.03).
34	Requirement 1.01	Will all floodgate messages be delivered by HDOT's web services per 1.01? Does this imply that HDOT will not require the 511 speech/IVR solution provider to provide a means to prepare or record this content? Will this content be text, audio or both?	The floodgate will be provided by HDOT in both text and audio formats
35	Requirement 2.10	Calls for Black List support will be based on an ANI database available through HDOT web service. Will any additional caller authentication be required beyond the ANI?	No additional caller authentication will be required at this time.
36		Do the web services discussed in the RFP already exist? If so, may we see the documentation? If not, what is the timeline for development of these services? Will the vendor participate in the design of the services?	The Web Services have been developed but customization for HDOT including population of the content is in progress. It is HDOT's intent to have these services available for the IVR vendor to meet the vendors implementation schedule. The vendor will not participate in the design of these services.
37		What data/content besides traffic information will be supplied by HDOT? Weather Information, etc?	In addition to traffic data, HDOT will be supplying transfer numbers, supporting related services.
38		What percentage of callers will use mobile phones verse landline phones?	It is the responsibility of the Offerors to determine the mix and how it impacts their pricing.
39		Does HDOT have a preference or expectation as to where the system will be hosted?	No. HDOT has no preference as to where the system is hosted but Offerer should consider implications on location to system uptime requirements.
40		What is the time frame from the Web Services to be available? Will the selected IVR vendor have any input into the content of the Web Services?	See response on Question No. 36.

QUESTIONS AND RESPONSES

Question No.	Ref Section	Question	Response
41		What data will be integrated into the IVR? Could you please provide any details on data format and physical interface?	See response on Question No. 22.
42		Will a bond be required for this project?	No, bonding is not required.
43		Will HDOT consider limiting the indemnification obligations to for the chosen consultant to: a. A breach of confidentiality, b. A third party claim of intellectual property infringement, and c. Injuries and/or death caused to a person, and or damage to personal property?	Offerer is directed to Section 3.06 of the RFP for response process to address contract terms and conditions.
44		Is HDOT willing to cap the Liquidated Damages at 10% of the total contract value?	Liquidated damages are not applied to this contract.
45		Will HDOT consider adding language to the final contract that states? Exclusion of Consequential Damages: Notwithstanding anything to the contrary contained herein, neither Party shall be liable to the other Party or to any other person for any indirect, consequential, incidental, special or punitive damages, including without limitation, any loss of use or production, or any loss of data, profits or revenues, or any claims raised by customers of either Party, regardless of the form of action (whether for breach of warranty, breach of contract, in tort or otherwise) and whether advised of the possibility of such damages or not.	Offerer is directed to Section 3.06 of the RFP for response process to address contract terms and conditions.

QUESTIONS AND RESPONSES

Question No.	Ref Section	Question	Response
46		Will HDOT consider adding language to the final contract that states?This Agreement or any Task Order authorized hereunder may be terminated in whole or in part in writing by either party in the event of substantial failure by the other party to fulfill its obligations under this Agreement through no fault of the terminating party.	Offerer is directed to Section 3.06 of the RFP for response process to address contract terms and conditions.