

NEVADA DEPARTMENT OF TRANSPORTATION
SUPPLEMENTAL NOTICE NO. 4 to RFP/RFA NO. 497-11-016

Reference is made to the Request for Proposal to Service Providers for RFP #497-11-016 Advanced Second Generation 511 System, upon which proposals will be received until 3:00 p.m., local time, on January 27, 2012.

Please make the following pen and ink changes to the RFP:

Page 1: Section 1, Paragraph two (2)

Replace:

The proposer shall submit five (5) CDs, with each CD containing one (1) typewritten, legible proposal contained within one (1) PDF file. Each CD shall also include a separate PDF file of the proposer's Statement of Qualification Form. Please also submit, in a separate sealed envelope, a completed Cost Proposal Form included in this RFP as Attachment E. Faxed proposals will not be accepted. Written proposals must be received **NO LATER THAN 3:00 P.M., on January 13, 2012** and addressed **exactly** as follows:

With:

The proposer shall submit five (5) CDs, with each CD containing one (1) type written, legible proposal contained within one (1) PDF file. Each CD shall also include a separate PDF file of the proposer's Statement of Qualification Form. Please also submit, in a separate sealed envelope, a completed Cost Proposal Form included in this RFP as Attachment E. Faxed proposals will not be accepted. Written proposals must be received **NO LATER THAN 3:00 P.M., on January 27, 2012** and addressed **exactly** as follows:

Pages 1 and 2: Section 1

Replace:

- **Firm must have a minimum of three (3) years of experience in the design, implementation, integration, installation and operation of Traveler Information Systems that include an Interactive Voice Response component and a public Web site component. Two (2) years of the three (3) minimum must have been in the capacity as Prime Contractor.**
- **Development, implementation and testing of at least two (2) hosted IVR systems.**
- **Telephony Operations:**
 - **Have a minimum of three (3) years of experience in hosting and maintaining telephony;**
 - **Be able to provide scalable telephony system options that allow Nevada Department of Transportation (NDOT) flexibility in the number of ports accessible based on call volume needs and/or demands; and**

- Also be able to handle call volumes including peak call volumes without limitation and without callers experiencing a busy signal due to overload of the 511 IVR system.
- **Route-specific Weather Reporting:** The Contractor shall have proven experience in generating route-specific weather reports for 511 that provides current/forecasted conditions, including at a minimum, temperature, wind, precipitation and visibility.
- **Prime contractor must provide a Project Manager for the development and deployment phase of the project who has had a least five (5) years of experience as a Project Manager or program manager.**
- **Firm must be based in the continental United States.**
- **Prime contractor must have twenty (20) or more full-time employees.**

With:

- **Firm must have a minimum of three (3) years of experience in the design, implementation, integration, installation and operation of Traveler Information Systems that include an Interactive Voice Response component and a public Web site component. Two (2) years of the three (3) minimum must have been in the capacity as Prime Contractor.**
- **Development, implementation and testing of at least two (2) hosted IVR systems.**
- **Telephony Operations:**
 - **Have a minimum of three (3) years of experience in hosting and maintaining telephony;**
 - **Be able to provide scalable telephony system options that allow Nevada Department of Transportation (NDOT) flexibility in the number of ports accessible based on call volume needs and/or demands; and**
 - **Also be able to handle call volumes including peak call volumes without limitation and without callers experiencing a busy signal due to overload of the 511 IVR system.**
- **Prime contractor must provide a Project Manager for the development and deployment phase of the project who has had a least five (5) years of experience as a Project Manager or program manager.**
- **Firm must have operations in the continental United States.**
- **Prime contractor must have 20 or more full-time employees.**

Replace:

Contact with the NDOT personnel, other than Agreement Services, regarding these services will not be allowed during the solicitation period of this request for proposal. Any questions raised by Proposers must be in writing to Agreement Services, 1263 South Stewart Street, Room 101, Carson City, Nevada 89712, faxed to (775) 888-7101 or sent via email to agreeservices@dot.state.nv.us and received by 3:00 p.m., on December 2, 2012. Written responses will be distributed by the NDOT on or before December 13, 2012.

With:

Contact with the NDOT personnel, other than Agreement Services, regarding these services will not be allowed during the solicitation period of this request for proposal. Any questions raised by Proposers must be in writing to Agreement Services, 1263 South Stewart Street, Room 101, Carson City, Nevada 89712, faxed to (775) 888-7101 or sent via email to agreeservices@dot.state.nv.us and received by 3:00 p.m., on December 2, 2012. Written responses will be distributed by the NDOT on or before December 14, 2012.

SUSAN MARTINOVICH, P.E., DIRECTOR
Nevada Department of Transportation
1263 South Stewart Street
Carson City, Nevada 89712