

STATEMENT OF WORK (SOW) ADDENDUM

Addendum No.: 1

Date of Addendum: October 26, 2012

Due Date, Time: November 9, 2012; 2:00 p.m. CST

Revised Date, Time: November 9, 2012; 2:00 p.m. CST

Agency: Public Safety, Emergency Communication Networks

Reference No.: T#: 902TS

Title: MN Statewide 911 Network Implementation Project

SCOPE OF ADDENDUM

The followings are changes to the SOW:

- 1. Do you require the resource to work from the DPS-DECN office in St. Paul?**

No, the resource need not be assigned to the DPS-DECN office in St. Paul. A majority of the involvement and support may be conducted via email and conference calls. However, there may be times that a site visit will be required.

- 2. Would you like to see multiple candidates from the vendor or would you prefer one per vendor?**

We expect the vendor to select a single candidate who most appropriately matches our criteria for project tasks and deliverables. However, we expect the candidate to actively solicit support and resources from within the company team to assist with troubleshooting or resolving unfamiliar or challenging issues.

- 3. Is there an incumbent vendor who is currently, or has previously, been engaged to perform duties similar to the work outlined in this SOW? Yes. If yes, who is the incumbent vendor?**

Mission Critical Partners

- 4. If there's an incumbent, is that incumbent permitted to respond to this SOW?**

Yes

- 5. Please confirm whether selected vendor will be paid on an hourly basis for services provided under this contract, based upon MnDPS approved contractor time sheets, or if selected vendor will be paid based on completed/signed-off deliverables?**

Payment will be made upon by a mutually negotiated process based on completed/signed off deliverables. Time sheets will be reviewed and approved by the State of MN 911 Program Manager. Ten percent of every payment will be withheld until the completion of the contract.

6. What is the anticipated daily work schedule for selected vendor resource(s) (8 AM – 5PM, Monday thru Friday)?

Typically the work schedule is between 8 AM and 5 PM. However, PSAP Migrations to the ESInet are conducted during the maintenance window which is 2:30-6:30 am. There is an expectation the candidate be available via conference bridge during PSAP migrations as a resource.

7. Please confirm that MnDPS will provide selected resources with work space, and all necessary hardware/software and laptop/desktop computers to perform the responsibilities outlined in this SOW.

MNDPS does not provide workspace, computers, or ancillary resources.

8. Please confirm that the anticipated utilization of selected resource(s) will be full-time 40 hours per week (excluding State holidays) for the duration of the contract?

There is no guarantee that the selected resource will work full-time, 40 hours per week.

9. Will selected vendor resource(s) be required to perform off-hours, on-call support work?

(Refer to number 6 above.) In addition, should there be a PSAP outage which may be related either directly or indirectly to the preparation to or migration of the PSAP to the ESInet, the selected resource will be expected to participate with the team in troubleshooting and resolving the issue during off-hours as the need arises. In cases where the selected resource is required to work atypical or unexpected hours, flexibility will be afforded to adjust regular hours to accommodate reasonable time off and turn around consideration.

10. To what extent does the state have a predetermined IV &V approach that the selected vendor must follow?

We have a well-defined, detailed procedure that the selected vendor will follow, as specified in the contract and SOW awarded to CenturyLink, the implementation vendor.

11. Is the state looking for a single individual to perform this role or is a team acceptable?

(Refer to number 2 above.)

12. Is the detailed implementation currently being followed available for review?

The plan is not available for review during the RFP and selection process but will be available to the vendor awarded the contract.

13. To what extent are project oversight reports provided to the DECN leadership?

The selected resource will work closely with the State of Minnesota 911 Program Manager regarding all aspects of the project. Oversight reports either verbal or written shall be provided on a daily basis.

14. Who is the state's current implementation vendor and are there any current issues with the implementation program?

The implementation vendor is CenturyLink. CenturyLink has a contract with the State of Minnesota for project implementation and is being held accountable to meeting all terms listed within the contract.

15. Has the state had other deployment assistance/implementation oversight for the previous phases?

Mission Critical Partners has been the vendor for the previous phases.

16. Does the state defined the responsibility for creating the specific test criteria and scenarios? Are these developed?

Yes. There is a detailed MOP (Methods of Procedure) that has been developed and is being followed for each PSAP migration to the ESInet as well as each PSAP pre-migration. The process is defined from the time each PSAP participates in the kick-off informational meeting until the time the PSAP completes its acceptance document thirty days following an uneventful migration.

This addendum shall become part of the SOW and may be returned with, or acknowledged in, the response to the SOW.

RESPONDER NAME:
SIGNATURE:
TITLE:
DATE: