

May 8, 1990

U.S. Nuclear Regulatory Commission
ATTN: Mr. David T. Collins
RFP No. RS-IRM-89-148 (BAFO II)
Division of Contracts and Property Management
7920 Norfolk Avenue, Room P-1011
Bethesda, MA 20814

Dear Mr. Collins:

Subject: Response to Request for Best and Final Offer II Under Request For Proposal No. RS-IRM-89-148

We are pleased to have the opportunity to submit our second "Best and Final" offer to the U.S. Nuclear Regulatory Commission. The chance to serve our government is a source of pride for all of our employees.

Here are the clarifications you requested in your letter of May 4, 1990:

1.

NOT WITHIN SCOPE OF REQUEST

2.

The two hour remote diagnostic requirement will be satisfied at all times. Our technical support staff is on call 24 hours a day.

3.

Offeror shall provide one or more references in the greater Washington, D.C. area. Please see item 6, below. The distributor also owns one of our systems.

4.

NOT WITHIN SCOPE OF REQUEST

5.

NOT WITHIN SCOPE OF REQUEST

6.

Off hours maintenance is included in the VSSI Full Service Contract. VSSI's local distributor in Columbia, MD is Federal Messaging Services, 8325 Guilford, Suite B, Columbia, MD 21046 Contact: Stephen L. Flickinger

Thank you for your continued interest in our product and service offering. Please don't hesitate to call me at (918) 358-5801, extension 105 if you have questions or require additional information.

Sincerely,

Brent H. Villarreal
Director of Sales Administration

Information in this record was deleted
in accordance with the Freedom of Information
Act, exemptions *not within scope*
FOIA- 90-312



9102220226 910130
PDR FOIA
SMAGGLA90-312 PDR

One Technology Center
P.O. Box 100
Clemson, SC 29634
(704) 656-5501

1. 1,000 USER SYSTEM PRICING (ALTERNATE PROPOSAL)1

ONE(1) COMMUNICATOR SERIES 2000 VOICE PROCESSING SYSTEM
EQUIPPED AS FOLLOWS:

QUANTITY	DESCRIPTION
24	VOICE LINE PORTS
100	HOURS OF MESSAGE STORAGE
100	HOURS OF REDUNDANT MESSAGE STORAGE
1	SYSTEM MONITOR
1	SYSTEM KEYBOARD
2	VOICE PROCESSING NODES
1	SYSTEM ADMINISTRATION NODE
1	9600 BAUD MODEM
1	SYSTEM PRINTER
1	GENERIC 4.6 VSSI VOICE PROCESSING SOFTWARE
	(INCLUDES DIRECTORY, VOICE MESSAGING AND AUTO-ATTEND SOFTWARE)
1	PRE INSTALLATION TRAINING PACKAGE
1	INSTALLATION AND SITE TRAINING PACKAGE
1	LOT CABLES AND WIRING
1	LOT DOCUMENTATION AND MANUALS

TOTAL SYSTEM PRICE TO NRC

INSTALLATION

MONTHLY MAINTENANCE CONTRACT

NOT WITHIN SCOPE OF REQUEST

" " " " "
" " " " "

1. 3,000 USER SYSTEM PRICING:

ONE(1) COMMUNICATOR SERIES 2000 VOICE PROCESSING SYSTEM
EQUIPPED AS FOLLOWS:

QUANTITY	DESCRIPTION
52	VOICE LINE PORTS
120	HOURS OF MESSAGE STORAGE
120	HOURS OF REDUNDANT MESSAGE STORAGE
1	SYSTEM MONITOR
1	SYSTEM KEYBOARD
3	VOICE PROCESSING NODES
1	SYSTEM ADMINISTRATION NODE
1	9600 BAUD MODEM
1	SYSTEM PRINTER
1	GENERIC 4.6 VSSI VOICE PROCESSING SOFTWARE
	(INCLUDES DIRECTORY, VOICE MESSAGING AND AUTO-ATTEND SOFTWARE)
1	PRE INSTALLATION TRAINING PACKAGE
1	INSTALLATION AND SITE TRAINING PACKAGE
1	LOT CABLES AND WIRING
1	LOT DOCUMENTATION AND MANUALS

TOTAL SYSTEM PRICE TO NRC	\$ 104,181.00
INSTALLATION	10,418.10
MONTHLY MAINTENANCE CONTRACT	1,041.81

TRAFFIC CALCULATIONS FOR
VSSI COMMUNICATOR SERIES

CUSTOMER:

NRC

NUMBER OF TELEPHONE USERS:	3,000	LISTEN/RERECORD PERCENT:	5%
PERCENT VOICE MAIL USERS:	100%	USER REPLAY PERCENT:	5%
ACTIVE VOICE MAIL USERS:	3,000	INFORMATION CENTRE (Y/N):	Y
OUTDIAL REQUIRED (Y/N):	Y	I.C. MESSAGE LENGTH:	60
% OUTDIAL PENETRATION:	20%	# OF INFO CENTER MESSAGES:	30
AVG OUTDIAL HOLDING TIME:	10	INFO CENTER CALLS/DAY:	100
		MESSAGES/DAY/USER:	3
AVERAGE MESSAGE LENGTH:	30 SECS.	RETRIEVALS/DAY/USER:	3
AVERAGE GREETING LENGTH:	15 SECS.		
AVERAGE NAME LENGTH:	5 SECS.	BUSY PERIODS/DAY:	2
MESSAGE ARCHIVE FACTOR:	10%	HOURS/BUSY PERIOD:	1
		MESSAGE RETENTION TIME:	336
		% TRAFFIC PER BUSY PERIOD:	15%
		GRADE OF SVC REQ'D = P.O:	2

TOTAL MESSAGES PER DAY	9,000	
TOTAL MESSAGE SECONDS PER DAY	540,000	SECS.
TOTAL USER RETRIEVALS PER DAY	9,000	
TOTAL RETRIEVAL SECONDS PER DAY	540,000	SECS.
TOTAL INFO CENTRE CALLS/DAY	100	
TOTAL INFO CENTRE SECONDS/DAY	6000	SECS.

TRUNK HOLDING TIME PER I.C. CALL	64	SECS.
TRUNK HOLDING TIME PER MESSAGE	51	SECS.
TRUNK HOLDING TIME PER RETRIEVAL	36	SECS.
TOT. TRUNK HOLDING TIME/DAY FOR MSGS.	463,050	SECS.
TOT. TRUNK HOLDING TIME/DAY FOR RET.	319,500	SECS.
TOT. TRUNK HOLDING TIME/DAY FOR I.C.	6,400	SECS.

TOTAL TRUNK HOLDING TIME PER DAY	788,950	SECS.
TOTAL BUSY PERIOD TRUNK HOLDING TIME	118,343	SECS.
TRAFFIC DEMAND /BUSY HOUR (MSGS/RET)	118,342.5	SECS.

BUSY HOUR CCS REQUIREMENT (MSGS+RET)	1183.4	CCS
BUSY HOUR CCS REQUIREMENT (INFO CTR)	4.8	CCS
BUSY HOUR CCS REQUIREMENT (OUTDIAL)	27.0	CCS

TRKS REQUIRED FOR MESSAGING/RETRIEVAL	46	
TRUNKS REQUIRED FOR INFORMATION CENTER	2	
TRUNKS REQUIRED FOR OUTDIAL	4	

TOTAL TRUNKS REQUIRED	52	
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STORAGE REQUIRED FOR GREETING/NAME	17	HRS.
STORAGE REQUIRED FOR MESSAGING	90	HRS.
STORAGE REQUIRED FOR INFO CENTER	1	HRS.

TOTAL STORAGE REQUIRED	107.2	HRS.
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RECOMMENDED SYSTEM SIZE	:PORTS	HOURS
	52	120

TRAFFIC CALCULATIONS FOR
SSI COMMUNICATOR SERIES

CUSTOMER:

NRG

NUMBER OF TELEPHONE USERS: 1,000
 PERCENT VOICE MAIL USERS: 100%
 ACTIVE VOICE MAIL USERS: 1,000
 OUTDIAL REQUIRED (Y/N): Y
 % OUTDIAL PENETRATION: 20%
 AVG OUTDIAL HOLDING TIME: 10

 AVERAGE MESSAGE LENGTH: 30 SECS.
 AVERAGE GREETING LENGTH: 15 SECS.
 AVERAGE NAME LENGTH: 5 SECS.
 MESSAGE ARCHIVE FACTOR: 10%

LISTEN/RERECORD PERCENT: 5%
 USER REPLAY PERCENT: 5%
 INFORMATION CENTRE (Y/N): Y
 I.C. MESSAGE LENGTH: 60 SECS.
 # OF INFO CENTER MESSAGES: 30
 INFO CENTER CALLS/DAY: 100
 MESSAGES/DAY/USER: 3
 RETRIEVALS/DAY/USER: 3

 BUSY PERIODS/DAY: 2
 HOURS/BUSY PERIOD: 1 HRS.
 MESSAGE RETENTION TIME: 336 HRS.
 % TRAFFIC PER BUSY PERIOD: 15%
 GRADE OF SVC REQ'D = P.O: 2

TOTAL MESSAGES PER DAY	3,000	
TOTAL MESSAGE SECONDS PER DAY	180,000	SECS.
TOTAL USER RETRIEVALS PER DAY	3,000	
TOTAL RETRIEVAL SECONDS PER DAY	180,000	SECS.
TOTAL INFO CENTRE CALLS/DAY	100	
TOTAL INFO CENTRE SECONDS/DAY	6000	SECS.
TRUNK HOLDING TIME PER I.C. CALL	64	SECS.
TRUNK HOLDING TIME PER MESSAGE	51	SECS.
TRUNK HOLDING TIME PER RETRIEVAL	36	SECS.
TOT. TRUNK HOLDING TIME/DAY FOR MSGS.	154,350	SECS.
TOT. TRUNK HOLDING TIME/DAY FOR RET.	106,500	SECS.
TOT. TRUNK HOLDING TIME/DAY FOR I.C.	6,400	SECS.
TOTAL TRUNK HOLDING TIME PER DAY	267,250	SECS.
TOTAL BUSY PERIOD TRUNK HOLDING TIME	40,088	SECS.
TRAFFIC DEMAND /BUSY HOUR (MSGS/RET)	40,087.5	SECS.
BUSY HOUR CCS REQUIREMENT (MSGS+RET)	400.9	CCS
BUSY HOUR CCS REQUIREMENT (INFO CTR)	4.8	CCS
BUSY HOUR CCS REQUIREMENT (OUTDIAL)	9.0	CCS
TRKS REQUIRED FOR MESSAGING/RETRIEVAL	19	
TRUNKS REQUIRED FOR INFORMATION CENTER	2	
TRUNKS REQUIRED FOR OUTDIAL	3	
TOTAL TRUNKS REQUIRED	24	
STORAGE REQUIRED FOR GREETING/NAME	6	HRS.
STORAGE REQUIRED FOR MESSAGING	30	HRS.
STORAGE REQUIRED FOR INFO CENTER	1	HRS.
TOTAL STORAGE REQUIRED	36.1	HRS.

RECOMMENDED SYSTEM SIZE :PORTS HOURS
 24 40