



**Solicitation Information
February 4, 2014**

Addendum #2

RFP # 7548392

TITLE: TELECOMMUNICATIONS SERVICES (MPA-308)

Submission Deadline: February 20, 2014 @ 11:00 AM (Eastern Time)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

**DANIEL W. MAJCHER, ESQ.
ASSISTANT DIRECTOR, SPECIAL PROJECTS**

ADDENDUM #2 for RFP 7548392 (MPA 308)

- Bid Surety is not required.
- In accordance with Addendum #1, the submission date was extended.
- Responses to vendor questions are included below.
- No further substantive questions will be accepted by the State

VENDOR QUESTIONS for RFP #7548392 (MPA 308)

1. [VENDOR] appreciates the invitation to submit a proposal in response to the State of Rhode Island and Providence Plantation's (State) Request for Proposal (RFP – MPA-308) concerning telecommunication services and would like to respectfully request an extension of the due date for two weeks. [VENDOR] would like to properly review the requirements of the RFP issued by State of Rhode Island and Providence Plantation and to develop the appropriate responses. [Vendor] believes that it will be beneficial to the State's sourcing process to use additional time to develop and submit a comprehensive response. [Vendor] believes that the additional time spent now will alleviate the need for State of Rhode Island and Providence Plantation to engage in several rounds of clarification after receipt and review of the proposal.

Response: 7548392A1 extends responses to 2/20/2014 – addendum has been placed on purchasing website.

2. Section 6.3.10 -- Will the State require the Private IP to function over both 3G and 4G wireless cellular networks?

Response: Yes - The State recognizes 4G is not available everywhere. We prefer 4G where possible.

3. For all services under 6.7 -- Will integration with a 3G/4G private IP network be required for connectivity with all of the proposed solutions?

Response: Yes - State recognizes that some projects may desire public IP address while others prefer Private IP address. Both options should be available.

4. Section 6.7.1.2:

- a. Will 4G coverage be a requirement for the Business Continuity solution?

Response: Yes - The State recognizes that 4G is not available everywhere. 4G preferred where available.

- b. What would be the requirements for any wireless router used for Business Continuity?

Response: The State recognizes that technology changes rapidly, however, it must not preclude any future technology by binding the requirements to current technology, Must support secure connection back to site aggregation point.

c. What is the potential amount of data usage for the wireless router(s)?

Response: State has many ongoing projects with varying data usage requirements. It is presumptuous to guess at the usage.

d. What throughput speeds will be set as a minimum acceptable threshold for wireless service (both 3G and 4G)?

Response: WAN minimum requires are variable depending on project. Generally 1.5 Mb/sec is the minimum requirements. Other projects may have greater requirements.

e. Will the State require the Private IP network to function over both 3G and 4G wireless cellular networks?

Response: Yes.

5. Section 1.2

a. What specific technologies are you implementing to deliver telephony services?

Response: VoIP, PBX & Centrex. Technology changes rapidly. State should not preclude future technology decisions based on the current state of technology.

6. Sections 1.4.1 and 6.3 1.4.6

“The primary IP data circuits currently utilized by DoIT are”

a. Please define the intended function of “primary IP Data circuit”.

Response: Primary data circuit implies constant connection (not on-demand, aka dial-up). Must be able to maintain and sustain purchased bit rate. This does not preclude secondary/backup connections which may be on-demand, such as dial-up or VPN.

Primary Data Circuits should have a fixed monthly cost even though the volume of data fluctuates monthly.

b. Because “IP” is a ubiquitous term, we seek to clarify the difference between circuits directly connected to the commercial Internet and circuits providing transport on your private Wide Area Network (WAN).

It is our understanding that the State has one primary connection to the commercial Internet (IP) at One Capitol Hill.

Response: Incorrect. The state has multiple connections to the commercial Internet. Refer to public access kiosk, Video Teleconferencing system, Education/Training networks, all separate from Administrative network.

7. Section 2.2.14

a. What is the State’s standard contract form used with vendors?

Response: Forms will just be provided to the awarded vendors

8. Section 6 Under VoIP Services- what is meant by Internet access and CPE bundles?

Response: Put in RFP in error

9. Section 6.1.3.

a. What specific technology is being sunset?

Response: For Data, Frame-Relay technology

b. Who is sun-setting the service?

Response: Frame-Relay Vendor

c. Is it the State's intention to sunset this service or an existing vendor?

Response: Existing Vendor

d. Is there an advantage for the State to continue to have this service with another vendor other than the one who is sun setting it? Please elaborate.

Response: There is no advantage. Existing frame-relay technology is limited. State is looking for more capable, higher bandwidth technology at a reduced cost.

10. Due to the breadth of the services requested in the RFP would the State of Rhode Island consider extending the Response due date?

Response: Refer to Question #1

11. [VENDOR] for WAN services is based on location and distance from serving POP. Could DOIT provide a sample list of statewide sites, 10 would suffice, [VENDOR] could provide pricing in our response?

Response: Field office locations are not fixed location. They may move based on multiple factors such a rental contracts, client population changes etc. Respondents should be able to service all locations within RI. Vendor should also provide flexible pricing to include distance from CO as a factor

12. How many mobile devices (smartphones, laptops, tablets) are within scope of this RFP for Machine-to-Machine Applications?

Response: Unknown. The future cannot be predicted. The state is a large entity. The count changes based on needs and requirements of existing project, new projects, and closing projects. Will be leveraged by all branches of state government and all RI municipalities

13. Will mobile content management be viewed as a separate product offering or will it be a required component of any MDM offering?

Response: Mobile Content Management can be offered as a component of Mobile Device Management. Separate pricing for such a service should be provided if the vendor offers it and it is not included in another offering

14. With regards to content management, is there a need for file editing and annotation?

Response: Unknown but likely Yes.

15. Will a separate, secure web browser be part of the State's mobile device management needs in order to selectively block or allow access to web sites?

Response: Product dependent but want the functionality included.

16. Will mobile application management be viewed as a separate product offering or will it be a required component of any MDM offering?

Response: Refer to Question #13

17. With regards to mobile applications, is the State currently developing applications internally or leveraging public/purchased applications?

Response: Likely leveraging, we may develop in house apps in the future.

18. What mobile operating systems are in use by the state today (ex. iOS, Android, etc...)?

Response: Blackberry

19. Does the State prefer a Subscription or Perpetual licensing model for mobile device management?

Response: No preference whichever is the most cost effective

20. Does the State prefer a mobile device management solution deployed via an on-premise environment or from the cloud?

Response: No preference whichever is the most cost effective

21. VENDOR requests expedited consideration on our request for an extension to the RFP# 7548392. These State-wide Blanket RFPs are complex due to the extensive scope and more time is needed to respond with a proposal that will address the State's current and future needs. Thank you for your consideration.

Response: Refer to Question #1

22. I wanted to reach out has an extension been requested/granted by any chance on this? It seems we need just a little more time to provide the best costs and options to the state.

Response: Refer to Question #1

23. 6.7.1.7- POS Gateway- Do you have existing POS Stations? Are you looking for a handheld or a terminal solution?

Response: Yes, at the DMV. New Projects may have different requirements. Both options should be available.

24. 6.7.1.9 – Wireless Forms- Where do you want to store the data?

Response: Unknown at this time however, likely to be in house.

25. 6.7.10- Inventory Control- Can you give us more specifics on Inventory Control?

Response: No specific solutions in mind – vendors should provide flexible solutions

26. 6.7.1.11- Professional Services- Can you please give more specifics? Do you want us to outsource? Manage all of your mobility needs or a part of it?

Response: Assist in managing mobile environments. No preference to outsourcing. Yes, prefer management of all mobility needs.

27. Can the State of Rhode Island provide address information: Street, City, State, zip Code for the locations that are being requested for Telecommunications Services under MPA #308?

Response: Vendors must be able to service all existing and future locations of state facilities. Future locations cannot be predicted, thus vendors must be able to provide service to all locations within the state.

28. Can the State of Rhode Island provide requirements for speed and bandwidth for the locations that are being requested for Telecommunications Services under MPA #308?

Response: This will be for many various speeds depending on specific site

29. Will the State of Rhode Island grant a request to extend the RFP submission date until 2/20/2014 to allow vendors more time to respond?

Response: Refer to Question #1

30. If the State of Rhode Island accepts the request to extend the RFP submission date until 2/20/2014, can the answers to the Q&A be provided by 1/30/2014?

N/A

31. In order to provide SIP and /or Cloud Services to State of RI, we would require at least one site that would have an MPLS circuit installed. Please provide address information: Street, City, State, zip Code for the locations and possible bandwidth requirements.

Response: Any aggregated service would only go to one of three sites, 1 Capitol Hill, Providence RI, 50 Service Avenue, Warwick RI, 6 Harrington Road, Cranston RI. Bandwidth will vary per application and agency.

32. Question 2.2.8 - The Vendor is required to provide a bid surety bond in the amount of 5% of the bid amount. You have stated in the RFQ Bid 7548392 that a Bond is not required. Can the State of Rhode Island please clarify if whether a Bond is required or not required for this RFP?

Response: Bid Surety is not required.

33. Questions regarding section 6.7.1.6 (mobile device management) of the State of Rhode Island Telecommunications Services RFP Bid# 7548392

- a. How many mobile devices (smartphones, laptops, tablets) are within scope of this RFP?

Response: Currently there are thousands of mobile devices. Future needs cannot be predicted.

- b. Will mobile content management be viewed as a separate product offering or will it be a required component of any MDM offering?

Response: Refer to question #13

- c. With regards to content management, is there a need for file editing and annotation?

Response: Refer to question #14

- d. Will a separate, secure web browser be part of the State's mobile device management needs in order to selectively block or allow access to web sites?

Response: Refer to question #15

- e. Will mobile application management be viewed as a separate product offering or will it be a required component of any MDM offering?

Response: Refer to question #16

- f. With regards to mobile applications, is the State currently developing applications internally or leveraging public/purchased applications?

Response: Refer to Question #17

- g. What mobile operating systems are in use by the state today (ex. iOS, Android, etc...)?

Response: Refer to question #18

- h. Does the State prefer a Subscription or Perpetual licensing model for mobile device management?

Response: Refer to Question 19

- i. Does the State prefer a mobile device management solution deployed via an on-premise environment or from the cloud?

Response: Refer to question #20

34. Is there a bond required? Page 1 states there is no bond required. However, paragraph 2.2.8 states there is a 5% surety bond required.

Response: Refer to question #32

35. Section 1.4. Can you provide a detailed list of locations and line counts?

Response: This would be for all existing State or Municipal facilities and the list would be far too extensive and we cannot predict future moves.

36. Paragraph 1.4.6. Does the State of RI own the fiber for the OC12s?

Response: No it does not.

37. Paragraph 1.4.6. In respect to an MPLS alternative to the Frame Relay solution, I have a few questions:

- a. Will there still be 3 host sites? (Capitol Hill, Warwick Data Center and DEM/DLT/DCYF)

Response: Yes- There are 3 Data Centers (Capitol Hill complex, 50 Service Ave, John O. Pastore Center)

- b. Have remote sites been experiencing speed issues going back to host?

Response: Yes. As applications change and grow, speed and bandwidth requirements change. Frame relay speed will not be sufficient at many locations now.

- c. Are there applications that are running requiring QoS/CoS?

Response: Yes we have some applications running QOS/COS over our Cisco infrastructure

38. Paragraph 1.4.6. How are the DOT cameras currently connected back into the VAN?

Response: DOT Cameras are connected back to the Traffic Management Data Center over point to point and Metro Ethernet. We employ a variety of vendors at all of our sites, wherever each one makes the most sense for a particular need or purpose.

39. Paragraph 2.2.5 Site Familiarity.1.4. -- Each Vendor is responsible for being knowledgeable of all conditions of these specifications. Each Vendor, by making a bid, represents that the bid documents have been read and understood and the site has been visited and the Vendor is familiar with the local conditions under which the work is to be performed. This includes the first-hand inspection and understanding of each individual building's cable distribution peculiarities. No approval for additional funds will be given for work resulting from the vendor or its subcontractors being unfamiliar with the conditions under which the work is to be performed.

Are site surveys being scheduled prior to bid submission or is this language in there to ensure site surveys are completed prior to a specific agency going with a specific service once MPA awards are made?

Response: Yes this is for when the MPA is in place for the vendor to respond to a specific agency bid request. Vendors must agree to these terms.

40. Paragraph 7.1.4. Are you able to provide any specifics on current call centers? (i.e. # of Agents, Call Volume, etc.)

Response: The State has several large call centers involving 100's of agents.

41. Has the state standardized on a particular networking solution such as Cisco or HP?

Response: Cisco is the enterprise network standard across all agencies DoIT supports. For Voice Systems it is Avaya.

42. The bid cover sheet states that no bond is required, yet Section 2.2.8 requires a 5% bid surety bond. Is a bid surety bond required for this bid?

Response: Refer to question #32

43. Section 1.2

a. What specific technologies are you implementing to deliver telephony services?

Response: Refer to question #5

44. Sections 1.4.1 and 6.3 1.4.6

“The primary IP data circuits currently utilized by DoIT are”

a. Please define the intended function of “primary IP Data circuit”.

Response: Refer to question #6

b. Because “IP” is a ubiquitous term, we seek to clarify the difference between circuits directly connected to the commercial Internet and circuits providing transport on your private Wide Area Network (WAN). It is our understanding that the State has one primary connection to the commercial Internet (IP) at One Capitol Hill.

Response: Refer to question #6

45. Section 2.2.14

a. What is the State’s standard contract form used with vendors?

Response: Refer to question #7

46. Section 6

a. Under VoIP Services- what is meant by Internet access and CPE bundles?

Response: Refer to question #8

47. Section 6.1.3.

a. What specific technology is being sunset?

b. Who is sun-setting the service?

- c. Is it the State's intention to sunset this service or an existing vendor?
- d. Is there an advantage for the State to continue to have this service with another vendor other than the one who is sun setting it? Please elaborate.

Response: Response: Refer to question # 9

48. 7.0 Cost -- The term of the agreement is two years with three one-year renewals at the option of the State. If pricing for any services will differ for the optional years of the agreement, this must be clearly specified by listing separate pricing for years 4 and/or 5 of the agreement. Otherwise, Vendor's stated pricing will remain in effect during the renewal periods (if the State elects to renew.)

Response: This is a statement.

49. Q35 – [VENDOR] asks if a submission will be considered compliant if pricing differs from the 2 year base period in the first option year, as long as any change in pricing is clearly specified by listing separate pricing for years 3, 4, and/or 5?

Response: Yes

50. 7.2.2 - VENDOR SYSTEM can be deployed in a public or private cloud. It can also run on standard based servers. The ideal design would be for the State to place openUC in the "States" preferred data center and run it virtually, delivering to users a private Hosted VoIP offer within this Private Cloud. Connections to the PSTN would be done through Legacy PRI, POTS or SIP trunking of the States choice. Our licenses offer is either Perpetual (one time purchase) or Subscription (paid on monthly bases).

QUESTION: This preferred design does not fit into the categories within the RFP but completes favorability with Hosted VoIP or Centrex offers. Will VENDOR SYSTEM be disqualified if we propose this Private Cloud deployment of openUC, utilizing PSTN services of the States choice for connectivity?

Response: No. We are looking for both hosted and on premise solutions in this RFP.

51. 7.2.2 – What are the estimates for the total number of Hosted VoIP licenses that the State will purchase? Is this number related to the Legacy Centrex totals in 1.4.8?

Response: Yes, this would be fairly accurate.

52. 7.2.2 - Does the State of staff to provide Tier 1 help desk support for the Hosted VoIP service?

Response: In some limited instances.

53. Is there a bond required? Page 1 states there is no bond required. However, paragraph 2.2.8 states there is a 5% surety bond required.

Response: Refer to question #32

54. Section 1.4. Can you provide a detailed list of locations and line counts?

Response: Refer to question #34

55. Paragraph 1.4.6. Does the State of RI own the fiber for the OC12s?

Response: Refer to question #35

56. Paragraph 1.4.6. In respect to an MPLS alternative to the Frame Relay solution, I have a few questions:

Response: Refer to question #36

- a. Will there still be 3 host sites? (Capitol Hill, Warwick Data Center and DEM/DLT/DCYF)
- b. Have remote sites been experiencing speed issues going back to host?
- c. Are there applications that are running requiring QoS/CoS?

57. Paragraph 1.4.6. How are the DOT cameras currently connected back into the VAN?

Response: Refer to question #38

58. Paragraph 7.1.4. Are you able to provide any specifics on current call centers? (i.e. # of Agents, Call Volume, etc.,)

Response: Refer to question #40

59. Section 4 states:--“Vendor must also receive a minimum score of 25 out of 35 points for Vendor’s Compliance to Technical Specifications for each of the 7 major categories detailed below in Section 6 in which Vendor is proposing services. If Vendor wishes to propose any services in a particular category, Vendor must respond to the technical specifications relating to those proposed services. Failure to respond to the technical specifications for specific services in a category will disqualify Vendor from offering those specific services in that category.” Can you please provide technical specifications/requirements for Section 6.7.1.6?

Response: Vendor must describe the technical requirements of their specific implementation of the solution in question that they are offering and will be evaluated on that response.

60. 6.7.1.6 Mobile Device Management: Mobile device management refers to a comprehensive mobility management solution for all wireless products. With an MDM, IT professionals can automate device enrollment and configuration; streamline the management of all mobile assets, applications and content; reduce the cost and effort of mobile device deployments; improve the support experience for mobile workers; and increase IT and help desk efficiencies, productivity and response times.

Response: This is a Statement.

61. Due Date Extension -- VENDOR has extensive experience responding to and supporting Federal and State blanket contracts and understands the State of Rhode Island’s desire to make available a broad spectrum of competitively priced telecommunication and IT products and services under the MPA 308 RFP. In order to provide the range of desired services which cut across PUC and FCC regulated and non-regulated services, Vendors such as VENDOR need sufficient time to align our products and services with the terms and conditions set forth in the RFP. Traditionally procurements of this magnitude recognize the significant time needed to address each service and process the complex proposal through the regulatory cost support process, the executive financial review and

approval process and the general proposal writing and production processes. The typical time afforded by other states to respond to similar RFPs has been at least two and a half to three months and not the four weeks currently allocated. In addition, VENDOR is submitting a list of questions material to the RFP response and will need reasonable sufficient time to assess and address the impact the responses will have on our proposal submission. VENDOR is eager to provide the State with a comprehensive and competitive RFP response which will provide the State with access to the latest technologies needed to help the State of Rhode Island achieve their IT and Communication objectives. In order to achieve this objective, VENDOR respectfully requests that the State take into consideration the desired outcome for the MPA 308 contract and following responses to the submitted questions and a possible pre-bidder's conference, grant an extension of the RFP due date to April 14, 2014. Without the additional time and information i.e. the questions listed below answered, and a bidder's conference, VENDOR will be unable to provide a comprehensive solution which would limit the options available to the State. We thank you for your diligent attention and consideration of this request and ask for an expedited response to the request for an extension.

Response: Refer to Question #1

62. RIVIP Questions:

- a. NOTICE TO VENDORS-- Each bid proposal for a public works project must include a "public copy" to be available for public inspection upon the opening of bids. Bid proposals that do not include a copy for public inspection will be deemed nonresponsive. For further information on how to comply with this statutory requirement, see R. I. Gen. Laws §§ 37-2-18(b) and (j). Also see Procurement Regulation 5.11, and in addition, for highway and bridge projects, also see Procurement Regulation 5.13, accessible at www.purchasing.ri.gov.
- b. Q1 - Please confirm that this RFP is not considered a "public works project" requiring the Vendor to provide a public copy, since this procurement is qualified as an RFP, not IFB, and therefore not subject to public inspection upon the opening of bids?

Response: This is not a "public works project".

63. 2.2 PRICING. Offers are irrevocable for sixty (60) days from the opening date (or such other extended period set forth in the solicitation) and may not be withdrawn, except with the express permission of the State Purchasing Agent. All pricing will be considered to be firm and fixed unless otherwise indicated. The State of Rhode Island is exempt from Federal excise taxes and State Sales and Use Taxes. Such taxes shall not be included in the bid price. PRICES QUOTED ARE FOB DESTINATION.

Response: Offers are irrevocable for 120 days, otherwise this is a correct statement. If an offer is accepted, pricing on the master price agreement will be in accordance with the accepted offer for the term of the agreement.

64. 2.1.1 General Conditions

- a. Proposals are considered to be irrevocable for a period of not less than one hundred and twenty (120) days following the opening date, and may not be

withdrawn, except with the express written permission of the State Purchasing Agent or Chief Purchasing Officer.

Q2 - Will the State clarify the term that proposals are to be considered irrevocable?

Response: 120 days.

- b. 2.1.1 P6 General Conditions Unless otherwise indicated in this RFP, all pricing submitted will be considered to be firm and fixed, not-to exceed and the Vendor's best pricing. After inclusion in MPA 308, the State reserves the right to further negotiate better pricing.

Q3 - Comparing the language in the RIVIP 2.2 and the RFP section 2.1.1, can vendors assume that Firm Fixed Pricing is desired by the State but where services and / or equipment cannot be offered as Firm Fixed Price certain services may be offered at variable pricing if clearly identified in order to make them available to the State under the proposed contract?

Response: Yes. Firm fixed pricing is preferred and will get preference.

- c. 3.1. BID SURETY. Where bid surety is required, bidder must furnish a bid bond or certified check for 5% of the bid total with the bid, or for such other amount as may be specified. Bids submitted without a required bid surety will not be considered.
- d. 4.4. PERFORMANCE BONDS. Where indicated, successful bidder must furnish a 100% performance bond and labor and payment bond for contracts subject to Title 37 Chapters 12 and 13 of the Rhode Island General Laws. All bonds must be furnished by a surety company authorized to conduct business in the State of Rhode Island. Performance bonds must be submitted within 21 calendar days of the issuance of a tentative notice of award.

Q4. - The Cover page to RFP – Bid# 7548392 (MPA 308) indicates that No Surety or Bond are required, yet Section 2.2.8 “Bonding” indicates a bid surety bond in the amount of 5% of Bid amount is required. These provisions conflict with one another. Can you please confirm that no Surety or Bond are required as described on RFP Cover page? It would seem to reason that since resultant contract is IDIQ with no guarantee that Vendor will be selected for work during the Contract Period that there would not be any initial value by which to calculate 5% amount with regard to a bond. In a related matter, could you please confirm that Sections 3.1 and 4.4 of RIVIP Form concerning Surety and Performance Bond do not apply?

Response: No bid surety or performance bond is required.

- e. 4.7. SPRINKLER IMPAIRMENT AND HOT WORK. The Contractor agrees to comply with the practices of the State's insurance carrier for sprinkler impairment and hot work. Prior to performing any work, the Contractor shall obtain the necessary information for compliance from the Risk Management Office at the Department of Administration or the agency for which work will be performed.

Q5 - Section 4.7 of RIVIP Form “Sprinkler Impairment and Hot Work” does not appear to apply to the scope of this RFP. Can you please confirm that Section 4.7 does not apply?

Response: After input from Insurance/Risk Manager – answer: “If work impacts the sprinkler system, or requires hot work be conducted, vendor must comply with this requirement.”

65. *RFP Questions: -- 1.3 Categories/Services Solicited* -- This RFP covers the following categories of services: Traditional Voice Services, VoIP Services, IP Data Services, Telephone Sets/Equipment, Conference Calling Services, Web/Video Conferencing, Professional Services and Wireless Machine to Machine Solutions, all as further detailed in the Technical Requirements, Section 6 of this RFP. The categories of services, as described in the Technical requirements, Section 6 provide a means for Vendors to propose some or all of the services requested within this RFP. Q6 – Will the State allow offerors to propose additional services under the listed categories or related categories that may not be explicitly listed in Section 6 of this RFP as suggested in Section 1.1 of the RFP shown below? “The term covered by this agreement is two (2) years with up to three additional one-year renewals at the sole option of the State. The State reserves the right to add new, related telecommunications services or technologies that are not part of this solicitation to the MPA via re-solicitation to the approved qualified vendors in the appropriate category.”

Response: No, this would not be accepted. 1.1 refers to future years.

66. 2.1.1 General Conditions -- Unless otherwise indicated in this RFP, all pricing submitted will be considered to be firm and fixed, not-to exceed and the Vendor’s best pricing. After inclusion in MPA 308, the State reserves the right to further negotiate better pricing. Q7 -Per the current MPA308 contract, pricing was assumed to be Fixed Pricing for the term of the contract but made allowances for non-fixed pricing if specifically noted to the contrary as per the following language: ”PRICING - All pricing shall be as described herein, and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein.” Will the State consider similar allowances under this RFP to allow for the addition of services that are not eligible for firm fixed pricing and may fluctuate according to the PUC Tariff?

Response: Refer to question 64b.

67. 2.1.1 General Conditions Continued -- The Vendor should be aware of the State’s Minority Business Enterprise (MBE) requirements, which address the State’s goal of ten percent (10%) participation by MBE’s in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact charles.newton@doa.ri.gov. Q8 – Is the State’s goal of (10%) participation by MBE’s a requirement for each offeror submitting a proposal or is it a goal which will be administered by the State across all procurements? Please clarify.

Response: The goal applies to all procurements including this one. Any vendors tentatively selected to participate on this master price agreement will be required to submit an MBE plan for approval by State’s MBE office. As stated in the RFP, please contact the MBE office with questions regarding the MBE plan.

68. 2.2.5 Site familiarity-- Each Vendor is responsible for being knowledgeable of all conditions of these specifications. Each Vendor, by making a bid, represents that the bid documents have been read and understood and the site has been visited and the Vendor is familiar with the local conditions under which the work is to be performed. This includes the first-hand inspection and understanding of each individual building’s cable distribution peculiarities. No approval for additional funds will be given for work resulting from the vendor or its subcontractors being unfamiliar with the conditions under which the work is to be performed. Q8 – Given the indefinite quantity / indefinite

delivery nature of the envisioned multiple award MPA 308 Program, the Site Familiarity clause appears to be applicable for specific task orders or opportunities that would have an exclusive Statement of Work. It would be impossible for any offerors to have full knowledge of all potential work sites across the state. Will the State consider restating the requirements to identify that site familiarity will be applicable for post MPA308 Award RFQs specific to a defined Statement of work?

Response: Refer to question #39

69. 2.2.9 NDA's, BCI's and BAA's -- The Vendors selected for this MPA must provide signed copies before issuance of a Purchase Order Release of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement (if applicable). The form of the BCI Vendor Certification, Non-Disclosure, Confidentiality and Invention Agreement and HIPAA Business Associate Agreement (if applicable) shall be provided as an Exhibit to an Addendum to this MPA. In addition, some State or agency policies may be memorialized in an agreement that must be signed by the required parties. The State reserves the right to request and review BCI results. Q10 - Will the State provide copies of the forms referenced in Section 2.2.9 as an Exhibit in an Addendum to this RFP in order to review/comment?

Response: Forms will just be provided to the awarded vendors.

70. Q11 - Will the State Clarify under which circumstances a BAA will be required? Does this apply at the task Order Level when competing for a SOW to handle Health Care Records?

Response: Refer to question #69

71. 2.2.14. Form Contracts and tariffs -- Form contracts and terms that differ from this RFP submitted as part of the Vendor's proposal are rejected and shall not be a part of any award to a Vendor. Vendor shall make any necessary filings with the PUC and FCC, as required by law, which shall incorporate rate-affecting terms and conditions contained in the RFP, and which shall be construed consistent with this RFP. In all cases, State terms and conditions in this RFP take precedence over any tariff terms and conditions. Q12 - Per the current MPA308 contract, pricing was assumed to be Fixed Pricing for the term of the contract but made allowances for non-fixed pricing if specifically noted to the contrary as per the following language: "PRICING - All pricing shall be as described herein, and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein." Will the State consider similar allowances under this RFP to allow for the addition of services that are not eligible for firm fixed pricing and may fluctuate according to the PUC Tariff? Restricting services to Firm Fixed Pricing may preventing some existing and / or new services desired by the State from being included in the offer.

Response: All pricing in this solicitation (except for those regulated by tariff) is to be a "not to exceed" price for that particular service.

72. 3.0 Proposal Submission -- RESPONSE CONTENTS Responses should include the following: 1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov; 2. A completed and signed W-9, included with the original

proposal only, downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov. 3. A separate Technical Proposal (an original plus four (4) copies) consisting of two parts: Vendor's response to Section 5, Vendor Capability, Capacity and Qualifications; and, Vendor's response to Section 6, Technical Requirements. 4. A separate, signed and sealed Cost Proposal (an original and four copies). Cost proposals and technical proposals may be shipped in the same container, but the cost proposal shall be in a sealed envelope. Q13 - Will the State please clarify where offerors shall provide our Cover Letter, Nature of Proposal statements, Exhibit 1 Insurance answers, and answers to Section 2.2 Additional Terms and Conditions? Should offerors place these responses into a separate 5th document or at the end of Section 6 in the Technical Proposal?

Response: Cover letter should be in the beginning of the proposal. The other items shall be placed at the end of Section 6 in the Technical Proposal

73. 4 Evaluation and Selection -- Vendor may not require minimum or maximum purchase levels or volume commitments, or termination fees for services, Centrex/PRI or data circuits, but may offer tiered pricing levels or percentage discounts based on actual usage. Pricing for monthly circuit costs must include all associated line charges (EUCL, etc.) Itemize separately current local, state, federal, and/or other regulatory mandatory taxes, surcharges or fees allowed to be passed through to customer that would be assessed and the statutory/regulatory authority authorizing same. The State will not pay for any such taxes, surcharges or fees unless mandated and allowed to be passed through by law or regulation. Vendor shall not assess any such mandatory, taxes, fees or surcharges other than identified in its proposal unless approved by a contract amendment. Vendor shall not invoice the State or any entity receiving services from Vendor under this MPA for taxes, surcharges and fees for services under which applicable law exempts the State or any such entity from payment. The State will not commit to any minimums for circuits. Pricing for major capex service that may require than a month-to-month term (ie: a large capex service like a SONET ring) need to explicitly ID the product and term commitment required. Q14 – Under the current MPA308 the State is responsible for all applicable surcharges (EUCL etc.). Due to limitations of several legacy billing systems, these surcharges may not be able to be incorporated into the proposed line charges and would continue to be invoiced separately. Will the State allow a separate table for applicable surcharges to be listed? The state should also be aware that surcharges are variable and may fluctuate over the term of the contract.

Response: Yes, this would be allowed.

74. 6.1.3 PRI / Voice T-- This legacy technology is being sunsetted as of July 2015 alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are required and need to be fully integrated and implemented for July 2015. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive. Q15 – Will the state clarify the sunseting of ISDN-PRI statement above?

Response: The current vendor providing this service is no longer offering it. The state will need to find an alternative equivalent before the sunset date provided.

75. 6.1.4.8 Interactive Voice Response (IVR) Q16 - Is the State's existing IVR and ACD service supported with premise equipment today and if so, can the State provide an inventory of the system type, number of users etc.?
Response: Yes, they are on premise. Information will be provided to awarded vendors.
76. Q17 - Are the applications for the IVR developed within the State or a third party?
Response: They are developed by a third party.
77. Q18 - Can the State provide metrics related to the number of calls and utilization for the existing system?
Response: They will provided to the awarded vendors.
78. 6.3.6 Internet Service: ("Internet Service") & 6.3.7 Dedicated Internet Access: Q19 - In Section 6.3.6 & 6.3.7, who currently provides security such as DDOS, IDS and IPS on existing internet services?
Response: These are in-house services
79. 6.5.2 Web/Video conferencing Q20 - Can the State provide an inventory of its existing video conferencing platform?
Response: Currently not a security endorsed product within the State environment.
80. 6.6.2 Network Management Services Q21 - Does the State currently perform WAN Network Management or is this managed by a third party?.
Response: These are currently performed by a third party.
81. 6.6.3 Co-location Hosting -- 6.6.3.2 Security. IT assets must be safeguarded against man-made and natural disasters. Tier III Data centers locations must be designed to withstand extreme weather events and prevent unauthorized contacts from accessing your data center space, to include Managed Security Services that prevent potential data compromises, network breaches and unauthorized system access. Q22 - Does the State have a detailed security policy document for service and data utilizing a cloud service provider for software as a service, platform as a service and infrastructure as a service? Can you provide?
Response: Vendors will be expected to abide by and follow all existing security policies.
82. 6.7 Wireless Machine to Machine Solutions -- 6.7.1.2 Business Continuity: Wireless Router: Wired Ethernet and 3G/4G wireless WAN connectivity to keep your business up and running. As businesses increasingly move to cloud computing and are more heavily dependent on remote applications, reliable Internet connectivity becomes mission-critical for business success. This solution is ideal for distributed enterprises such as branch offices, retail locations, and any organization in need of redundant internet access. Q23 - Can the State provide an inventory of WAN devices?
Response: No. Outside of the scope of this RFP.
83. Q24 - Does the State currently operate Wireless WAN Network Management or is this managed by a third party?
Response: No, this is not in use.

84. Q25 - Can the State provide an inventory of Wireless WAN devices?

Response: No, this is not available.

85. Q26 - Does the State currently operate a Security Operation Center or is this managed by a third party?

Response: This is operated in house.

86. Q27 - Can the State provide an inventory of security appliance for management?

Response: No, this information is not available.

87. 6.7.1.5 Fleet Management: Fleet management is a solution that will allow you to realize the greatest value and productivity from every vehicle in your fleet. With full-featured mapping, GPS and vehicle position reports, alerts, vehicle maintenance and integrated two-way messaging between drivers and dispatchers, Fleet management solutions give you the power to dynamically manage your daily operations. Q28 - Does the State have an existing Fleet Management platform? If so, can a high level description of the platform be provided?

Response: We do not currently have an automated fleet management platform.

88. Q29 - Can the State provide an inventory of vehicle type to be supported within a Fleet Management program?

Response: We do not currently have an automated fleet management platform.

89. 6.7.1.6 Mobile Device Management: Mobile device management refers to a comprehensive mobility management solution for all wireless products. With an MDM, IT professionals can automate device enrollment and configuration; streamline the management of all mobile assets, applications and content; reduce the cost and effort of mobile device deployments; improve the support experience for mobile workers; and increase IT and help desk efficiencies, productivity and response times. Q30 - Can the State provide an inventory of device types to be supporting within a mobile device management platform?

Response: Currently we only support Blackberry devices as a mobile platform

90. 6.7.1.12 Security Program Services: Vulnerability assessment, testing and scanning with the ability to provide compliance reporting and mitigation assessments in order to reduce risks extended throughout the enterprise. Q31 - Section 6.7.1.12 Security Programs Service - Assumptions include all sub-sections of the main section of 6.7 – Wireless Machine to Machine Solution? Please confirm what is in scope. Please provide compliance category the State of Rhode Island is seeking per M2M.

http://en.wikipedia.org/wiki/Machine_to_machine

Response: Unknown at this time

91. 7.0 Cost-- The term of the agreement is two years with three one-year renewals at the option of the State. If pricing for any services will differ for the optional years of the agreement, this must be clearly specified by listing separate pricing for years 4 and/or 5 of the agreement. Otherwise, Vendor's stated pricing will remain in effect during the renewal periods (if the State elects to renew.) Q32 – The State RFP states only Option

Years 4 and 5 are eligible for separate pricing from the base year yet the contract has three option years. Will the State clarify if Option Year 3 can also be priced independently?

Response: Refer to question #48

92. Q33 – Given the rate of technology change and increased obsolescence, prices in the option years are extremely challenging to assess and in a fixed price environment, could drive up pricing, will the State consider allowing a fixed percent discount from list or published standard pricing over a firm fixed price solution?

Response: Yes as long as it is specified that the percentage discount off list is only a “Not to exceed” price.

93. Equipment: Section 6 - Multiple References -- Q34 – Given the vast quantities of equipment required to support the services on the proposed MPA308 contract and the rate of product and software revisions, will the State consider allowing offerors to propose currently available equipment for illustrative purposes and firm fix the pricing as a percentage off of the Manufacturer’s list pricing? This will save significant efforts to maintain lengthy product lists which would require constant updates over the life of the contract.

Response: Yes, this would be allowed.

94. We are currently an approved contractor for Telecommunications Services on MPA #404. Upon review of the MPA #308 solicitation, MPA #308 states that it will be replacing other MPAs. The content for services requested for MPA #308 is not similar to the existing MPA #404. We want to be sure that MPA #308 doesn’t replace MPA #404 and thus exclude our company from bidding opportunities with the State of RI and it’s associated municipalities.

Response: MPA 308 will not replace MPA 404 or any similar MPA’s currently in place.

95. At Page 1, the RFP states that a Bid Bond is not required. At Section 2.2.8 (page 9), the RFP states that a Bid Surety Bond in the amount of 5% of the bid amount is required. Should we assume that a Bid Bond is not required?

Response: Refer to question #32

96. At Section 1.2, Overview/Goals of MPA, the RFP states that a goal is to transition from a primarily Centrex-based environment to employ newer IP-based voice and PBX data technologies. Toward achieving that goal, we would like to offer the State of Rhode Island all of the premise-based VoIP and PBX data technologies that we are authorized to sell. There are literally thousands of manufacturer product line items that we can offer the State to meet its goals. At Section 7, Cost, the RFP asks for itemized costs for the items/services being proposed. Our manufacturers have official global price lists which are maintained and updated constantly with new products and pricing. Similar to Rhode Island MPA-283, Cisco Networking Equipment and Servers, would it be acceptable for us to provide firm discounts off Manufacturer List Prices for all products and services offered for the duration of the contract?

Response: Yes as long as it is specified that the percentage discount off list is only a “Not to exceed” price.

97. This vendor requests question deadline for RFP bid 7548392 to be extended 2 weeks due to scope.

Response: Refer to Question #1

98. This vendor requests RFP bid 7548392 response be extended to March 6th 2014 due to scope.

Response: Refer to question #1

99. Question 1: This bidder is incumbent provider of services and requests to extend questions deadline to 1/31/2014 due to the scope of this bid.

Response: N/A

100. Question 2: This bidder is an incumbent provider of services and requests to extend RFP deadline to 3/6/2014 due to the scope of the bid. Can DoIT provide some consideration on the bid timeline?

Response: Refer to question #1