

# BID SOLICITATION



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
 CAPITOL HILL  
 PROVIDENCE RI 02908

**BID NUMBER: B06436**  
**TITLE: ENHANCED VOICE CONF. SERVICES**  
**BID OPENING DATE AND TIME:**  
**07/05/2006 11:15 AM**

BUYER: LISA HILL  
 PHONE #: (401) 222 - 2142 ext. 116  
 BLANKET PERIOD: 7/1/2006 - 6/30/2009

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Requisition Number(s): MPA #391

Item	Class-Item	Quantity	Unit	Unit Price	Total
	<p>BLANKET REQUIREMENTS: 7/1/06 - 6/30/09</p> <p>MASTER PRICE AGREEMENT #391</p> <p>BIDDING</p> <p>(a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period. Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State.</p> <p>(b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordering during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered.</p> <p>(c) Bid price is net F.O.B. destination and shall include inside delivery at no extra cost.</p> <p>(d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request.</p> <p>ORDERING</p> <p>(a) The User Agency(s) will submit individual orders for the various items and various quantities as may be required during the agreement period.</p> <p>(b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.</p>				

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	<p>STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, schools, quasi-public agencies), as authorized by law, may participate in this Agreement. All ordering and billing shall be between the vendor and the political subdivision (only).</p> <p>REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc. All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number.</p> <p>Reports must be submitted to the RI Division of Purchases to the attention BUYER named in this notice, identifying the Agreement number and the Reporting Period. Quarterly reports shall be due 45 calendar days after the end of each quarter. Failure to submit required reports shall be considered a breach of the contractor's obligations and may be considered, at the discretion of the State Purchasing Agent, sufficient cause for the termination of the agreement and other outstanding agreements and orders, and possible suspension from participation in additional State procurements.</p>				

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	<p>THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.</p>				

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	<p>ENHANCED VOICE CONFERENCING SERVICES</p> <p>THE STATE OF RHODE ISLAND, INVITES INTERESTED FIRMS TO SUBMIT BIDS IN ACCORDANCE WITH THESE SOLICITATION DOCUMENTS.</p> <p>OVERVIEW OF THE DEPARTMENT NEEDS:                      THE PURPOSE OF THIS INVITATION TO BID (ITB) IS TO SOLICIT BIDS AND ESTABLISH A THREE (3) YEAR CONTRACT FOR THE PROCUREMENT OF ENHANCED VOICE CONFERENCING SERVICES BY THE DEPARTMENT OF ADMINISTRATION, DIVISION OF INFORMATION TECHNOLOGY.</p> <p>WHO MAY BID:                      TELECOMMUNICATIONS PROVIDERS WHO CAN PROVIDE THE SERVICES REQUESTED, AND CAN INTERFACE WITH THE DIVISION OF INFORMATION TECHNOLOGY ORDERING AND BILLING SYSTEM, ARE INVITED TO RESPOND TO THIS SOLICITATION. BY SUBMITTING A BID, EACH BIDDER CERTIFIES THAT IT SATISFIES THE FOLLOWING CRITERIA, IN ADDITION TO ANY OTHER SPECIFIED IN THE SOLICITATION DOCUMENTS. PLEASE REFER TO THE TECHNICAL SPECIFICATIONS FOR DETAILS ON THE SERVICES REQUIRED, ORDERING AND BILLING.</p>				

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	BASIS FOR AWARD: THE DEPARTMENT INTENDS TO MAKE AWARD TO THE SINGLE RESPONSIVE AND RESPONSIBLE BIDDER BASED ON THE LOWEST MONTHLY TOTAL COST FOR THE CONFERENCING SERVICES SHOWN ON THE BID SHEET. ATTACHED IS A SAMPLE BID SHEET SHOWING THE EFFECT OF PRICE ENTRIES ON THE AWARD TOTAL. THE DEPARTMENT RESERVES THE RIGHT TO REJECT PRICING THAT IS GREATER THAN PRICING OFFERED TO OTHER POTENTIAL CUSTOMERS (E.G., CITY, COUNTY, UNIVERSITY, OR FEDERAL CONTRACTS). THE DEPARTMENT RESERVES THE RIGHT TO ACCEPT OR REJECT ANY AND ALL BIDS, OR SEPARABLE PORTIONS, AND TO WAIVE ANY MINOR IRREGULARITY, TECHNICALITY, OR OMISSION IF THE DEPARTMENT DETERMINES THAT DOING SO WILL SERVE THE STATE'S BEST INTEREST.				
1.0	840-56 RESERVATION-LESS CONFERENCING	1.00	EA		
2.0	840-56 DOMESTIC TOLL-FREE (MINUTES)	450000.00	MINS.		
3.0	840-56 TOLL (MINUTES)	25000.00	MINS.		
4.0	840-56 OPERATOR ASSISTED CONFERENCING (MINUTES)	25000.00	MINS.		

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	OPTIONAL SERVICES:				
5.0	840-56 PROVIDE CONFERENCE RECORDING TO cuEIT Smer VIA CD OR INTERNET DOWNLOAD (PER CONFERENCE)	50.00	EA		
6.0	840-56 TRANSCRIPTION SERVICES (MINUTES)	250.00	MINS.		
7.0	840-56 CONTINUOUS CONFERENCE MONITORING (MINUTES)	250.00	MINS.		
8.0	840-56 ADMINISTRATION OF Q&A SESSIONS (MINUTES)	250.00	MINS.		
THE QUANTITIES ARE PROVIDED FOR EVALUATION PURPOSES ONLY AND DO NOT REPRESENT A VOLUME COMMITMENT FROM THE STATE OF RHODE ISLAND.  **** NOTE: PRICE SHEET IN ATTACHED SPECIFICATIONS IS SIMILAR TO BID SOLICITATION PRICE LINES 1 THROUGH 8 AND SHOULD BE INCLUDED WITH BID RESPONSE. ****  DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY.					
				<b>TOTAL:</b>	

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## Technical Specifications

### Contents

- 1.01 Scope of Work
- 1.02 Reservation-less Voice Conferencing
- 1.03 Operator-Assisted Conferencing
- 1.04 Additional Requirements
- 1.05 Optional Services
- 1.06 State of Rhode Island Dedicated Number
- 1.07 Billing
  - Enterprise Information Technology Services Administrative Surcharge
  - Bill Cycle
  - Bill Date
  - Penalty
  - Direct Billing
  - Billing Corrections
  - Payment to Service Provider
  - Bill Format
  - Electronic Data Interface (EDI)
  - Information Contained on the Bill
  - Unauthorized Calls
- 1.08 Training and Marketing
- 1.09 Performance Reviews
- 1.10 Administrative Reports

**1.01 Scope of Work:** The following delineates the requirements of this bid solicitation. As a result of this bid, voice conferencing services will be made available through the DoIT to eligible customers. The DoIT will pass the vendor's charges on to the customers and add an administrative fee to cover costs. The two (2) types of voice conferencing services required are Reservation-less/On-demand, and Operator Assisted.

**1.02 Reservation-less Voice Conferencing:** Reservation-less voice conferencing is defined as a service in which a customer (the chairperson) who has signed up for an account has the ability to access an audio bridge without making a reservation. The bridge shall be available 24 hours a day and seven days a week. The chairperson will provide participants a toll or toll-free number and a unique Conference ID (or participant ID) number. Participants are put on hold until the moderator enters the chairperson PIN to begin the conference.

Reservation-less audio conferencing shall include the following (minimum):

- No setup fee, minimum fee, or monthly recurring charge

- Participant dial-in access shall be available as both toll and toll-free
- Help-desk support shall be available 24 hours a day, seven days a week
- The bridge shall accommodate at least 96 participants
- The chairperson shall have the ability to dial-out to participants
- The chairperson, at no additional charge, shall have the capability to enter the following audio bridge commands via a phone touchtone keypad:
  - Request operator assistance
  - Dial-out to participants
  - Begin and end conference recording
  - Change entry and exit method (recordings, tones, silence)
  - Private roll call
  - Mute and un-mute all participant lines
  - Mute and un-mute self
  - Conference lock and unlock
  - Allow and disallow conference continuation upon chairperson hang-up

The chairperson, at no additional charge, shall also have the capability to access and control the audio bridge using a web browser interface. The browser interface shall display the telephone numbers, when available, of conference participants and, at a minimum, shall offer the following minimum functions:

- Request operator assistance
- Dial-out to a participant(s)
- Begin/end conference
- Mute and un-mute all participant lines
- Mute and un-mute individual participant lines
- Disconnect a selected participant
- Conference lock and unlock
- Allow or disallow conference continuation upon chairperson hang-up

The chairperson shall have the ability to create a security number that participants must input before entering the conference.

**1.03 Operator-Assisted Conferencing:** Operator-assisted conferencing is defined as a reservation service wherein an operator provides conference management.

Operator-assisted conferencing shall include the following (minimum):

- The service shall be available 24 hours a day, seven days a week

- Operators can dial-out to participants from a list provided by the conference organizer
- An Entry/Exit tone plays whenever a participant enters or leaves the conference
- The leader can join the conference before or after participants are on the conference (Leader first/Leader last)
- The operator announces each participant's name as they enter the conference
- Fax/email invitations/confirmations are sent out to participants
- There are no setup, cancellation, or overbooking charges
- Reservations may be booked up to 30 minutes before the start of the call

**1.04 Additional Requirements:** The vendor shall provide the following capabilities for both types of conference:

- Each participant shall have the ability to self-mute during the conference
- The contractor shall provide a toll-free number for a Help Desk on a twenty-four hour, seven-day/week basis, for technical support and to assist customers in the use of the various conferencing services and features.

**1.05 Optional Services:** The vendor shall offer the following services. Purchase of these services shall be at the customer's option:

- Conference recording, wherein the chairperson shall have the ability to record the conference. The vendor shall store conference recordings on a vendor-hosted website for up to 30 days at no additional charge. This recording shall be made available to participants who missed the conference. If requested, the vendor shall provide a copy of the recording to the chairperson via either CD or download using the Internet.
- Audio webcasting, wherein a live or recorded audio transcript of the conference is available to be streamed to listeners on a vendor-provider and hosted website.
- Interpretation – bringing a simultaneous translator online for all or part of a conference
- Transcription – a typed transcript of the conference provided via regular mail, email or fax
- Operator administration of Q&A sessions
- Continuous conference monitoring to manage any requests or special instructions made during the conference.
- Survey of participants by asking pre-determined questions
- Roll call to verify that all invited participants are on the line
- Setup and administration of sub-conferences

**1.06 State of Rhode Island Dedicated Number:** The vendor shall provide a dedicated, branded (e.g., DoIT Audio Conferencing Services) toll-free customer access number for State of Rhode Island agencies and eligible users.

## 1.07 **Billing**

- **Usage Based Billing:** Vendor shall bill DOIT for the actual number of conference minutes used, plus any optional features or services utilized that month by the customer. In no case shall the State of Rhode Island/DOIT accept billings based on increments of greater than one minute. Bill shall not begin until the chairperson initiates the conference.
- **Enterprise Information Technology Services Administrative Surcharge:** The Enterprise Information Technology Services will impose an administrative fee, in addition to the amount charged by the Service Provider. The purpose of the administrative fee is to recover the cost associated with administrative and engineering activities related to the awarded contract. DOIT shall solely determine the administrative fee and thus determine the total amount billed to the end user.

The Enterprise Information Technology Services will process billing and collect on all eligible accounts unless the customer requires direct billing. The Service Provider shall then direct-bill the customer as required and approved by DOIT. The Service Provider shall send a cash rebate of the administrative fee portion of the bill to DoIT in an amount as specified by DoIT for all directly billed accounts.

- **Bill Cycle:** The billing cycle for an awarded contract shall be a maximum of thirty-one (31) days from date of first bill.
- **Bill Date:** The Service Provider shall submit, during the first six (6) days of each month, an itemized bill for qualified users to DoIT billing section. The bill shall be received not later than the 6<sup>th</sup> day of the month following the month of usage billed. For example, if the invoice date is 06/1/05, it will be for the usage period 05/01/05 through 05/31/05, and must be received not later than 06/06/05. The State will not be obligated to pay for usage generated prior to 05/01/05 for the current billing cycle.

Monthly billing statements must be current. The Enterprise Information Technology Services will not be obligated to pay for services made earlier than one billing cycle prior to the current month unless agreed upon in advance by DoIT. Billing in arrears (more than one bill cycle), or in advance is not acceptable and DoIT will not be obligated to pay unless agreed to in advance.

- **Penalty:** A monetary penalty shall be applied if the Service Provider fails to provide a readable and accurate file within the first six (6) days of the month as noted above. Beginning the seventh day, DoIT shall levy against the Service Provider a credit of \$500.00 per day for each day the file is late, until the end of the month, to the Service Provider's billed amount for any delays in providing a readable and accurate file.

- Direct Billing: The Service Provider shall offer direct agency billing to eligible customers if requested and approved by DoIT. An administration fee for DOIT's overhead will be factored into the pricing offered to DOIT customers and paid to DoIT monthly as a cash rebate (e.g., check). DoIT retains audit authority for all services provided as a result of this Contract.
- Billing Corrections: The Service Provider shall provide credits for incorrect account charges, and shall have one (1) billing cycle to confirm the disputed charges and reflect credits.
- Payment to Service Provider: DoIT shall have a forty-five (45) day period to review, reconcile, and make payment to the Service Provider upon receipt of a correct Voice Conferencing bill.
- Bill Format: A sample of the billing format (paper and electronic), acceptable to DoIT shall be submitted by the bidder prior to any contract award. The bill shall contain, as a minimum, CSA number, customer name, toll-free bridge and conference (or participant ID) numbers, number of conferences, number of participants for each conference, the date and time of each conference, description of each optional service utilized for each conference, unit price(s), extended price(s) and total invoice amount.
- Electronic Data Interface (EDI): The Service Provider shall furnish invoices in an agreed upon Electronic Data Interchange (EDI) format. EDI file transport and translation fees will be paid in accordance with DOIT's policies. Those policies require the sender to pay all fees required to make the EDI file available to DoIT.

This includes any Value Added Network (VAN) fees required to place the file into and/or extract it from DOIT's mailbox at the VAN. The only fee to be paid by DoIT will be to maintain a mailbox at DoIT's selected VAN. However, upon meeting all of DoIT technical and security requirements, and upon agreement from DoIT, the Service Provider may provide said files via a public or private network using the File Transfer Protocol (FTP). Electronic file will contain at a minimum complete detail as provided on the handbill. The Service Provider's electronic file must have search and sort features including, but not limited to, CSA number, authorizing agency, user name, and audio bridge and conference (or participant ID) numbers, and be capable of retrieving and sorting individual invoice and/or CSA for each user account. The Provider's file shall have the ability to export all data to any Microsoft® software suite or any other State available billing system. In addition, the electronic file must accommodate print capabilities consisting of print page, section or entire bill. The Service Provider shall furnish a copy of the data contained within the EDI data transfer on permanent storage media. The storage media shall be non-proprietary computer storage compact disk (CD). The electronic data shall be formatted as specified by DoIT or end user.

- Information Contained on the Bill: The Service Provider (contractor) shall provide a consolidated monthly bill in an electronic file format acceptable to DoIT and/or end customer. The bill shall include a Detail Report which summarizes each end user's charges, and a summary report which summarizes DoIT's total service bill. The contractor shall also provide a Rebate Report on the administrative fees collected for DoIT for all direct billing accounts.

- Detail Report: The detail report shall be a line item report grouped by State agency or eligible entity, which includes the following:

- a) State Agency/Eligible Entity and Account User Name
- b) Account Number/Invoice and Activation date
- c) Authorization CSA Number
- d) Assigned Audio Bridge Number
- e) Assigned conference (or participant) ID number
- f) Billing Date
- g) Total Number of Conferences Hosted
- h) Date and time of each conference
- i) Total number of participants for each conference
- j) Total number of minutes charged
- k) All optional services that were utilized for each conference
- l) Previous balance
- m) Payments received
- n) Current month charged
- o) Subtotal amount
- p) Total amount due

Each user with account information as specified above shall be grouped or consolidated under the appropriate entity or State agency, which submitted the authorizing CSA for that particular user. Other information may be included as requested by the Enterprise Information Technology Services (DOIT) without additional cost.

Summary Report: The summary report shall be a summarization of the total bill to DoIT, which includes the following:

- a) Account Name
- b) Account Number/Invoice and Activation Date
- c) Authorization CSA Number
- d) Billing Date
- e) Previous Balance
- f) Payments Received
- g) Balance Forwarded
- h) Current Month Charge
- i) Credits, Rebates, and Adjustments

- j) Total Amount Due
- k) Remittance Address

Rebate Report: The rebate report shall be a line item report grouped by State agency or eligible entity, which includes the following:

- a) State Agency/Eligible Entity and Account User Name
- b) Account Number/Invoice and Activation Date
- c) Authorization CSA Number
- d) Billing Date
- e) Usage Dates (from-to)
- f) Previous Balance
- g) Payments Received
- h) Enterprise Information Technology Services Administrative Fee (rebated to DoIT)
- i) Subtotal Amount
- j) Adjustments and Credits
- k) Total Amount Due from DOIT (amount billed by the Service Provider)
- l) Total Credits and Rebates due to DoIT

Quarterly Summary of Total Sales: Summary information shall be provided each contract quarter to DoIT and shall include, at a minimum, the following information for sales made under this contract. Each Service Provider shall furnish this information within thirty (30) calendar days following the end of each quarter:

- a) Contract Name and Number
- b) Contractor's Name and Address
- c) Date Range of Quarter
- d) Total of Voice Conferencing Charges Billed to DOIT
- e) Total of Rebates and Credits Issued to DoIT
- f) Other Related Charges, e.g., Web Conferencing, for that Quarter
- g) Grand Total

Unauthorized Calls: DoIT and its eligible customers will not be responsible for unauthorized conference calls placed using stolen access numbers, pin codes, or lost wallet cards after such loss or improper usage has been reported to the service provider. The customer to whom the wallet card or other access information is issued is responsible for reporting lost or stolen cards/numbers by calling the provider's customer service toll-free number. Upon reporting the loss, the customer will not be liable for subsequent charges.

#### **1.08 Training and Marketing:**

a) Instructional Materials: For each account that is established, the vendor shall supply instructional materials providing relevant information for the usage of their system for audio conferencing services. These materials shall include the conference numbers (toll-free, toll, and conference ID) as well as instructions for scheduling an audio conference specific to the procedures jointly established by the State of Rhode Island and the vendor, and shall include the MyRhode Island Services logo.

b) Wallet Cards: For each account established, the vendor shall provide the customer with a wallet card with the following information:

- 1) Toll and Toll-Free Dial-in Numbers
- 2) Conference or Participant Number
- 3) A Quick Reference of Available Touchtone Bridge Control Features
- 4) The URL used to Access Bridge Control Functions Using the Internet
- 5) Instructions on Starting a Conference
- 6) The Dedicated State of Rhode Island Number Described in Section

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The card shall include the MyRhode Island Services branded logo as approved by the Enterprise Information Technology Services. Within fifteen (15) days of contract award, the vendor must submit their proposed card format to DoIT for final approval.

c) Training Sessions: The vendor shall offer a daily (Monday through Friday) training session on the use of their audio conferencing services. Training shall be offered at no additional charge to the customer or DoIT.

d) Web Page: The vendor shall develop and make available a web page accessible via the Internet. The web page shall be maintained and continuously updated by the applicable Service Provider at no additional cost. The Service Provider's web page shall include, but not be limited to, the following information:

- 1) Description of Voice Conferencing Services available through this contract
- 2) Listing of all service options and pricing for each option (including DoIT's administrative fee)
- 3) Provide all point-of-contact information for both DoIT and the Service Provider help desk
- 4) Frequently Asked Question (FAQ) section
- 5) Instructions on registration for training sessions
- 6) Other information as required by DoIT

It is desirable that the Service Provider's web server be co-located at the SRC but not required. The web server hardware shall be provided and maintained by

the Service Provider at no additional cost to DoIT. The web page shall be developed and maintained and/or changed as required by DoIT.

**1.09 Performance Reviews:** In order to assure our customers the best possible service, the Supplier shall attend quarterly review meetings for the conferencing services being provided. These reviews will include matters concerning service quality, billing issues, and other topics.

**1.10 Administrative Reports:** Upon request by DoIT, the Service Provider shall report the following usage-related information to assist in contract administration. The reports shall include, but not be limited to, the following:

- 1) Time span covered by the report
- 2) Number of conferences
- 3) Average conference length
- 4) Average number of participants
- 5) Number of operator-assisted versus reservation-less conferences
- 6) Trouble reports
- 7) Other data as required by DoIT

## Sample Price Sheet

Item	Service Description	Monthly Quantity	Bid Amount (\$/unit)	Extended Cost (\$)
1	<b>Reservation-less Conferencing</b>			
1a)	Domestic Toll-free (minutes)	900,000	\$0.033	\$29,700.00
1b)	Toll (minutes)	50,000	\$0.027	\$1,350.00
2	<b>Operator Assisted Conferencing (minutes)</b>	50,000	\$0.110	\$5,500.00
3	<b>Optional Services</b>			
3a)	Provide conference recording to customer via CD or internet download (per conference)	50	\$15.00	\$750.00
3b)	Transcription services (minutes)	500	\$1.00	\$500.00
3c)	Continuous Conference Monitoring (minutes)	500	\$1.00	\$500.00
3d)	Administration of Q&A sessions (minutes)	500	\$1.00	\$500.00
4	<b>Monthly Total (Award Basis)</b>			\$38,800.00

Additional services offered as part of the bidder's Balance of Line may be purchased by contract customers on an optional basis. The prices for these additional services will not be considered in determining the Award (see Section 1.25, Balance of Line).

Bidder's Name: Sample Price Sheet

## Price Sheet

Col. 1	2	3	4	Col. 5
Item	Service Description	Monthly Quantity	Bid Amount (\$/unit)	Extended Cost (\$)
1	<b>Reservation-less Conferencing</b>			
1a)	Domestic Toll-free (minutes)	450,000		
1b)	Toll (minutes)	25,000		
2	<b>Operator Assisted Conferencing (minutes)</b>	25,000		
3	<b>Optional Services</b>			
3a)	Provide conference recording to cuEITSmer via CD or internet download (per conference)	50		
3b)	Transcription services (minutes)	250		
3c)	Continuous Conference Monitoring (minutes)	250		
3d)	Administration of Q&A sessions (minutes)	250		
4	<b>Monthly Total (Award Basis)</b>			

**The quantities are provided for evaluation purposes only and do not represent a volume commitment from the State of Rhode Island.**

Vendors are to enter their bid price per minute per port, or per event, as applicable, in Column 4. The vendor shall then compute the Extended Cost and the Monthly Total (Award Basis) in the last column (Col. 5). Vendors are required to bid on **ALL** items, i.e., Items 1a), 1b), 2), and 3a), 3b), 3c), and 3d). Items offered at no-charge (N/C), or included in the price of another service (if any), shall be entered as \$0.00. Bids with entries such as N/B or N/A are not acceptable, and will be rejected. DoIT will check price sheet to verify accuracy using the parent Excel work sheet. Vendor's mistakes in extension and addition will be corrected by DoIT.

Bidder's Name: \_\_\_\_\_